**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Circulation Services Support (Durham)

**Job Number:** L-086

**NOC:** 5211

**Band:** 03

**Department:** Trent University Durham Library

**Supervisor Title:** Trent University Durham Library

**Last Reviewed:** October 28, 2016

**Job Purpose**

Under the general supervision of the Trent University Durham Librarian and in keeping with the Library’s goal of supporting teaching and learning in the Trent community, the incumbent is responsible for providing in-person Client Support for the Circulation Services operation.

**Key Activities**

*Client Support;*

1. Contributes to the daily operation of the unit by handling all circulation duties working with Library clients at the desk, via telephone, or e-mail.
2. Handles queries and resolves problems through application and interpretation of Library policies.
3. Performs circulation duties using the integrated library system (ILS) including loans, returns, fines, recalls, holds, etc.
4. Processes and redirects materials for circulation (e.g. media bookings, materials for other libraries, etc.).
5. Liaises with appropriate Library units for follow-through on unresolved queries.
6. Assists in keeping the collections and work area in circulation organized.
7. Provides regular support at the Library’s Information Desk.
8. Responsible for closing or opening the library when scheduled for those shifts.
9. Other duties as assigned by the unit librarian.

*Human Resources Management;*

1. On shift duty, responsible for briefing, directing, and supervising student assistants.
2. Shares responsibility for the training and assessing student assistants working in Circulation Services.

**Education**

Two completed years of full-time university coursework.

**Experience Required**

* Minimum 6 months of Client Support experience in a Library using an ILS.
* Evidence of superior Client Support orientation.
* Proven ability to work cooperatively with colleagues to improve overall level of Client Support.
* Ability to pay attention to details.
* Must be physically able to handle Library materials and load and manoeuvre filled book carts.
* Evidence of strong leadership.
* Able to commit to working evenings and weekends.

**Responsibility for the Work of Others**

Indirect Responsibility

Student Employees