OPSEU Job Description

Job Title: **Client Support/Copyright Associate**Job Number: **L-090**
NOC: **5211**
Band: **6**
Department: **Durham Campus Library & Learning Centre**Supervisor Title: **Manager, Durham Campus Library & Learning Centre**
Last Reviewed: **September 26, 2017**

## Key Activities

### Client Support;

1. Supports the effective and efficient operation of all aspects the Durham Campus Library & Learning Centre (DCLLC) with an emphasis on customer service.
2. Contributes to the daily operation of User Support by responding in a professional and timely manner to inquiries or complaints in person, via telephone or electronically.
3. Performs all circulation duties using the integrated library system (ILS) including loans, returns, fines, recalls, holds, transit items, etc.
4. Investigates and solves problems related to the Circulation module of the ILS.
5. Communicates with other DCLLC staff and Bata Library staff in a proactive manner to share information that brings about the successful delivery of services.
6. Understands and applies Library policies and procedures as they apply to User Support.
7. Processes Library cards for all patron-types, including External Borrowers.
8. Responsible for the booking, tracking, retrieval and transit of media for faculty, staff and students.
9. Responsible for opening the DCLLC, maintaining an atmosphere conducive to learning, general DCLLC security and lock-up on evening and weekend shifts.
10. In the event of system failure, documents system errors and contacts Systems staff for immediate follow-up.
11. Facilitates provision of services to students of Post-Secondary Partnership Programs, anticipating problems and adapting procedures.

### Human Resources Management:

1. Responsible for briefing, directing and supervising student assistants, developing student task list and workflow, assigning extra duties as applicable.
2. Shares responsibility for hiring, training and assessing student assistants, recommends potential remedial action(s) where applicable.
3. Develops, builds and uses a team approach by collaborating and mentoring co-workers.
4. Shares responsibility for mentoring and supervising Library Technician Co-op Students from Durham College.

### Administration & ILS Maintenance;

1. Creates or edits records in ILS as required (eg. Patron, bibliographic, item).
2. Using the ILS and Z39.50 client, performs derived and original cataloguing according to AACR2, LCSH and local standards, with acute attention to detail and consistency.
3. Uses and runs ILS reports as required and as requested.
4. Maintains awareness of procedural and policy changes at Bata and designs adaptations that reflect Durham environment. Writes procedures specific to DCLLC for staff and student workers.
5. Creates and maintains online documentation related to unit policies and procedures in all aspects of DCLLC Services.
6. Processes cash and TrentU Card transactions; maintains accurate records and cash float.
7. Shares responsibility for all Durham Campus TrentU Card account inquiries & adjustments using ITC WebMatrix and cash transactions to add funds to the new TrentU Card. Liaises with Card Office as required.
8. Operates proactively with respect to improving DCLLC Services by anticipating problems and proposing adjustments and resolutions to the Manager or Librarian.
9. Communicates with appropriate colleagues (Campus Administration, Student Affairs, Career Centre, Academic Skills, Bookstore) and student groups (TDSA, Student Clubs & Event Planners) to find solutions, streamline processes and improve clients’ experience at the DCLLC in particular and the Durham Campus in general.
10. By using the academic calendar and corporate website, identifies events and issues that may have an impact on services offered by the DCLLC and proactively plans to meet user needs associated with these.
11. Supervises collation of Information Desk statistics and reports these to the Manager.

### Information Services;

1. Staffs the Information Desk, answers all types of reference queries and provides in-depth research help to students.
2. Instructs patrons in the use of Library catalogue, databases and other electronic tools.
3. Organizes, promotes, designs and conducts Library Skills workshops.
4. Supports Manager and Librarian by researching, designing and conducting in-class workshops on Library tools and databases as requested by faculty.
5. Assists students in basic usage of MS Office applications, internet searching and basic computer usage in Mac and Windows platforms.
6. As sole Trent staff member on site evenings and weekends, provides basic Administration support to students, answers questions about the Durham Campus and Trent University.
7. Conducts group and one-on-one tours of the DCLLC, highlighting services and facilities to new and prospective students and parents.

### A/V and IT Support;

1. Maintains booking schedule for A/V equipment for faculty and campus departments.
2. Responds to classroom emergencies, trouble-shoots computers, A/V equipment, classroom lecterns, Smartboards etc. in the absence of IT staff. Determines when to call IT Helpdesk and works with IT department to solve problems.
3. Assists students with computers, AirTrent, Blackboard and student webmail in the absence of IT staff. Determines when to call IT Helpdesk and works with IT department to solve problems.
4. Maintains and troubleshoots printers and photocopiers, making service calls as appropriate.
5. Supports faculty, staff and student groups in instruction and set-up of A/V equipment in classrooms and public areas.

### Reserves Collection;

1. Performs cataloguing of Reserves according to the standards used by the Library.
2. Using the ILS, catalogues material for Reserves in the Reserves module by creating and editing bibliographic records using the prescribed format (Machine Readable (MARC) format).
3. Ensures that assigned call numbers fit within the various classification schemes used in the Reserves Collections
4. Processes materials by assigning item IDs and applies appropriate labels.
5. Ensures records for material taken from the Library’s collection and placed on Reserve appear in the Reserves module and display correctly in public interface (TOPCAT).
6. Attaches course code, instructor and loan period links to Reserve material.
7. Shares responsibility for accurately identifying and procuring items for the Reserves collection based on request received from faculty, staff and librarians. Obtains clarification of requests when necessary.
8. Maintains awareness of current Trent University Copyright practices as it relates to materials placed on reserves. Contacts instructors regarding problematic material and returns material that does not comply.
9. Ensures the general maintenance of the Reserves collection, including repairs, inventories, and weeding. Arranges for the replacement of lost or damaged Library material.
10. Returns material no longer needed on Reserves to library collection, faculty, staff or librarians.
11. Maintains lists of university courses, course codes and teaching faculty so that accurate information is used in the Reserves module.
12. Keeps statistics of materials placed on reserve and materials removed from Reserve.

### Copyright;

1. Processes requests regarding course materials and copyright by, among other things, consulting copyright guidelines, scanning works, or creating persistent links in Blackboard.
2. Responds to copyright information requests from faculty and staff.
3. Under the direction of the Manager develops educational materials for faculty, staff and students outlining the rights, responsibilities and restrictions found in the Copyright Act.
4. Design and deliver instructions sessions for faculty and staff on the provisions in the Copyright Act and their application at the University.
5. Develop and maintain Copyright webpages on the Library website.
6. Prepare information materials on copyright for distribution or posting on the library/university web site.
7. Ensure that all use of copyrighted materials at the University is in compliance with the law.
8. Manage copyright licenses in the context of a variety of formats including reprography, digital copying and public performance rights; including seeking direct permissions and appropriately exercising rights provided through other contracts and legislation.
9. Liaise with faculty and departmental copyright contacts.
10. Stays abreast of copyright policies and guidelines as they apply to specific course content requests and evaluates the appropriate procedure to follow on a case-by-case basis.
11. Assists with the Development of an institutional copyright policy.
12. Possesses a comprehensive knowledge of Canadian Copyright Law and Fair Dealing guidelines as related to educational institutions.

### Communications;

1. Maintains DCLLC webpages: collects, writes and formats content, ensuring accuracy and timeliness.
2. Monitors Durham Campus web links to the DCLLC and information about the DCLLC to ensure accuracy. Ensures relevant DCLLC information is posted to Trent Portal in timely manner.
3. Responsible for all DCLLC signage and bulletin board, ensuring uniform professional standards, accuracy and timeliness.
4. Maintains DCLLC presence in social media sites (Facebook, Twitter). Maintains awareness of social media trends.
5. Creates instructional guides and information bulletins in print and electronic formats for instructors and students at Durham Campus.
6. Designs and creates promotional materials such as posters and brochures for the Library, its resources and its programs.
7. Shares responsibility for presentation of DCLLC Display Case in the Campus Main Atrium. Designs and implements large-scale displays on a monthly basis, using knowledge of campus, community and curricular events to select themes.
8. Maintains two small collection-based display cases.

## Education

College Diploma (2 year) in Library and Information Technology required; Undergraduate University Degree preferred.

## Experience Required

* Certificate in Canadian Copyright Management required. Completion of additional copyright courses would be an asset.
* At least two years of Library experience including using an ILS with supervisory experience, working with copyright in an academic environment, and providing reference information service and basic computing support in an academic library setting.
* Superior customer service orientation exhibited through excellent communication skills and creative approaches to problem resolution with attention to confidentiality and tact when dealing with sensitive situations.
* Proven ability to take initiative in working cooperatively with colleagues to improve the overall level of service in the Library.
* Evidence of strong leadership and ability to supervise students.
* Proven writing and presentation skills as evidenced by having produced manuals, guides, reports, promotional materials and visual displays.
* Proficiency with software applications for word processing, spreadsheets and web publishing. General computer hardware knowledge required.
* Ability to handle multiple priorities in a changing environment, to organize workload and to multi-task effectively with close attention to detail.
* Excellent instructional skills and demonstrated experience teaching individuals and groups.
* Must be physically able to handle Library materials up to 40 lbs., load and maneuver filled book carts
* Able to commit and be flexible in work schedule, including working daytime, evenings and weekends.

## Responsibility for the Work of Others

* Student Employees (evenings & weekends)

## Effort

### Physical:

* Ability to climb stairs, and lift and carry up to 18 kilograms (40 pounds).

## Working Conditions

### Physical:

* Must be able to work evenings and weekends as required.