**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Library Services Associate (Technical Services)

**Job Number:** L- 091

**NOC:** 5211

**Band:** 6

**Department:** Scholarly Resources & Services

**Supervisor Title:** Manager of Library Services

**Last Reviewed:** December 9, 2019

**Job Purpose**

The Library Services Associate contributes to the delivery of public services and the development of technology-rich scholarly resources throughout the Library & Archives.

Under the management of the Manager of Library Services, the incumbent:

* supports services for users including fulfillment, resource discovery and delivery, and related services;
* shares responsibility for covering service points during operating hours (including evenings and weekends) and shares responsibility for training and assessment of student assistants;
* works with the delivery and circulation of interlibrary loan materials;
* works with reserve materials and reading lists.

Under the direction of a librarian:

* is involved in a broad range of digitization activities as assigned;
* provides supervision and guidance on the use of restricted technological facilities;
* manages the current periodical collection and individual periodical subscriptions;
* manages the Microform Reading Room and related equipment;
* coordinates photocopying services;
* manages daily financial transactions, reconciliation, and reporting.

The incumbent carries out duties in conjunction with policies established by the Library and Archives and using the tools provided for carrying out these duties.

**Key Activities – Public Services**

* Supports the effective and efficient operation of public services including fulfillment, patron management, and resource delivery and discovery using the library’s systems.
* Performs all aspects of fulfillment duties such as borrowing, reserves, material and services requests, and resource sharing and interlibrary loans using the library’s system.
* Provides first-level assistance and basic instruction related to library policies, procedures, and resource discovery to library users.
* Contributes to the daily operation of library services by responding in a professional and timely manner to inquiries in person, via telephone, email, ticket tracking, and other communication tools.
* Communicates with Library & Archives colleagues in a proactive manner to share information that brings about the successful delivery of services.
* Maintains physical Library & Archives collections.
* While on Shift Duty, responds to emergency protocols with the assistance of library systems, university IT, campus security, and other designated services.

**Key Activities – Technical Services**

* Receives library material in the library system and prepares invoicing.
* Prepares and reconciles daily money slips, including maintaining spreadsheets and reports.
* Reconciles ILL invoicing and pays accounts.
* In the in Microform Reading Room:
  + provides first response for maintenance/malfunction of equipment;
  + arranges for maintenance and repair of equipment by contacting service personnel and making appointments as required;
  + keeps logs of incidents, maintenance, and repairs;
  + assists users, and provides training to library personnel when required;
  + orders supplies (e.g. paper, toner, lenses, lamps) and ensures that equipment has instructions for patrons and user manuals for staff.
* Responsible for the maintenance of Current Periodicals and Microforms collections by:
  + ensuring that materials are kept in order and shelves and cabinets are labelled appropriately;
  + reorganizing collections as required;
  + ensuring that materials are re-shelved on a regular basis.
* Responsible for individual periodical subscriptions including obtaining pricing, ordering, tracking, paying invoices, and follow-up on any issues. Requires communication with vendors.

**Key Activities – Digital Services**

* Supports activities related to digital scholarship, as assigned by a librarian, including the migration, transcription, and digitization of native formats including print (books, manuscripts, photographs), audio, video, and born-digital in keeping with policies established by the librarian.
* Applies descriptive standards, identifiers, and metadata schemes to locally created digital resources for institutional repository and archives, including Digital Object Identifiers (DOI) and ORCID-CA identifiers as directed.
* Supports processing of submissions received from authors to the institutional repository as directed.
* Performs quality control for digital collections.
* Under the direction of a librarian, assists patrons on the use of restricted technological facilities.

**Education**

A 2-year college diploma in Library and Information Technology. University degree preferred.

**Experience Required**

Two years of public service experience in an academic library environment.

One year of experience with digitization in an academic environment.

Familiarity with descriptive standards and metadata schemes (MARC, RDA, EAD, RAD).

Experience with Microsoft Office suite, Adobe, HTML, XML.

**Requirements**

Must be able to handle materials and load and manoeuvre filled book carts.

Able to pick up and move boxes weighing up to 20 kilos.

Able to exercise good judgment and tactfulness and maintain confidentiality.

Able to contribute to a team through communication.

Able to commit to flexible work schedule including evenings and weekends.

Proficiency with desktop and mobile devices including applicable peripherals and software applications.

Comfort with learning by doing and able to adapt quickly to multiple deadlines and changing priorities.