UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>JOB: Library Assistant</th>
<th>TITLE: Law Library Circulation Assistant</th>
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<tbody>
<tr>
<td>DEPARTMENT: Libraries</td>
<td>POSITION NO: 994220</td>
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<tr>
<td>SUPERVISOR: Senior Supervisor, Law Library</td>
<td>LAST UPDATED: February 27, 2014</td>
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SUMMARY: (Provide a brief summary of the primary functions and purpose of the position)
Reporting to the Senior Supervisor, Law Library, the Law Library Circulation Assistant’s primary role is to provide excellent public service to library users. The Circulation Assistant also assists with the collection maintenance functions of the Law Library. This position practices excellent communication with library users, UVic Libraries staff, and staff from other UVic departments.

MAJOR RESPONSIBILITES AND DUTIES: (In order of importance to a maximum of 8)

1. Responsibility: Customer Service
   
   Duties:
   • Provides a friendly, proactive, helpful point-of-contact for library users
   • Gathers information and assesses library users’ needs
   • Resolves queries from persons within and from outside the university community in person, over the phone, and by email concerning borrower accounts, loan policies, resources, services, and access
   • Performs services specific to the Law Library, including booking study rooms and issuing keys
   • Assists with basic reference help questions
   • Explains complex borrowing privileges and loan policies
   • Charges out various types of materials to borrowers and informs them of our loan and fine policies
   • Troubleshoots user problems relating to library public equipment, including photocopiers, printers, laptops, scanners, computer workstations
   • Makes referrals for patrons as appropriate to other library units or campus departments
   • Informs library users about the library and its services, including how to navigate the online catalogue, physically find materials on the shelves, and renew and recall books online
   • Collects payments for fines, supplies, as well as for public photocopying and printing

2. Responsibility: Functional tasks
   
   Duties:
   • Processes materials for a variety of library locations (e.g. main collection, reserves, periodicals…)

1
• Discharges returning library materials and assists with sorting
• Works with other library units to ensure items returned with damage or cataloguing errors are referred to the appropriate library units
• Shelves, shifts, shelf-reads the collections as necessary to keep them maintained, and in good order
• Builds, maintains, and applies knowledge relating to position functions, including policies, procedures, software, equipment, etc.; seeks out training and re-training proactively and as necessary

3. Responsibility: Communication

Duties:
• Practices professional, respectful communication within the unit and with other units on campus
• Communicates within the unit using local methods of internal communication (e.g. list-servs, email, phone, notes and logs…)
• Provides support and teamwork to other staff in the unit, department, and organization
• Communicates with supervisor and other team members to maintain a safe, productive, and functional working environment
• Communicates with supervisor regarding opportunities and needs for training and coaching

REQUIRED QUALIFICATIONS:
Identify the qualifications required to perform the job. These should be directly related to the work and not to the education and experience level of the current incumbent.

Skills:
• Ability to communicate effectively with library users and staff, taking into consideration the University’s equity and diversity mandate in order to provide excellent public service
• Ability to work well with colleagues in a team environment and to work with limited supervision
• Ability to operate PC computers and use a variety of software including productivity software and library systems
• Ability to be flexible and adapt to change
• Ability to manage and prioritize multiple tasks
• Ability to maintain concentration and accuracy while performing repetitive tasks
• Ability to
• This position requires lifting, bending, reaching, pushing and pulling

Specialized Knowledge/Education:

Experience:
Experience working in an environment that provides excellent public service

Employee’s Signature: Date:

Supervisor’s Signature: Date: