**University of Victoria**  
**Cupe Local 951 Position Description**

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<tr>
<th>JOB:</th>
<th>TITLE:</th>
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<tr>
<td>Library assistant / PB5</td>
<td>Circulation Assistant</td>
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<tr>
<th>DEPARTMENT:</th>
<th>POSITION NO:</th>
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<tr>
<td>UVic Libraries, Law Library</td>
<td>994220, 995617</td>
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<tr>
<th>SUPERVISOR:</th>
<th>LAST UPDATED:</th>
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<tr>
<td>Operations Supervisor</td>
<td>October 2019</td>
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**SUMMARY:**
UVic Libraries is one of the largest departments in the University of Victoria and contributes to the University's priorities regarding learning, research, and community. UVic Law is one of Canada's leading law schools, renowned for its academic program, experiential learning opportunities, Indigenous legal education, and commitment to community engagement and social justice. The Priestly Law Library, as part of the UVic Libraries system, is a physically embedded and programatically distinct library unit in the system and contributes to learning in the Faculty of Law and the research needs of the wider university community and local community.

Reporting to any of three Supervisors (Operations, Daytime, or Evening), Law Library, the Circulation Assistant’s primary role is to provide outstanding public service to all library patrons. Additional roles for the Circulation Assistant are to contribute positively to communication and team health, perform core duties and operational tasks, and provide troubleshooting services and general knowledge.

This position contributes to both the goals and objectives of this specialized unit, and to the University of Victoria Libraries’ values and strategic directions, by contributing to an inclusive and collegial staff team dedicated to service excellence. In completing their duties, the Circulation Assistant works with a variety of specialized equipment, software, databases, and bibliographic information systems.

Hours and days of work may vary during the course of the year, subject to operational and cyclical academic calendar needs. This position requires lifting, bending, reaching, pushing, pulling and carrying weights over 10 kgs (22 lbs).
### MAJOR RESPONSIBILITIES AND DUTIES:

#### 1. Responsibility:  
**Public Service – 50%**

**Duties:**
- Provide friendly, helpful, inclusive, and proactive public service for all patrons
- Act as first point of contact for any queries and requests for services relating to UVic Libraries and the greater campus
- Refer patrons appropriately and knowledgeably to librarians, supervisors, other library units, and campus departments, faculties and services
- Assist and inform patrons regarding access to materials, services, and spaces within the libraries (primarily Law, but also McPherson) and in relation to all aspects of circulation services
- Receive, monitor, and respond to email, phone or in-person inquiries from persons within and from outside the university community
- Explain borrowing privileges, loan policies, room booking policies, and related UVic policies (such as Copyright and Freedom of Information and Protection of Privacy (FOIPP))
- Respond to requests for information and with basic reference or research help questions
- Use the Integrated Library System to check materials in and out, access or update patron records, and conduct all circulation procedures (reserve, item processing/deprocessing, recalls, holds, traces, etc.)
- Operate cash register to take payment for printing credits, supplies and vend card purchases, and other transactions as required
- Perform services specific to the Law Library, such as booking study rooms, monitoring room access, and issuing keys
- Demonstrate informed understanding of collaborative interface with the Faculty of Law, and the necessarily specialized collections and spaces the Law Library provides
- May provide similar support at service points in the Academic Commons (McPherson Library)
- Perform other duties similar in scope and complexity

#### 2. Responsibility:  
**Communication and team support – 20%**

**Duties:**
- Practice professional, respectful communication following established expectations, procedures and protocol
- Use established methods of communication (e.g. list-servs, email, announcements, phone, notes, and logs), as appropriate to each situation and audience
- Maintain open lines of communication with supervisor and other team members to create a safe, productive, and functional work environment
- Provide support to and collaborate with staff in other library units, departments, and faculties to achieve operational goals
- Build, apply, and maintain knowledge relating to own position responsibilities including policies, procedures, software, equipment operation, and needs for training or coaching
- Participate in team meetings, receive and give constructive feedback, and take direction
- Contribute to an inclusive, respectful workplace, and work to resolve conflict (with patrons or co-workers) respectfully and promptly
3. **Responsibility:**
**Core duties and operational tasks – 20%**

**Duties:**
- Perform opening and closing of the library, including monitoring after-hours access, and reconciling daily cash
- Provide stacks and collection maintenance (filing materials in call number order, shelving, processing and de-processing items, loose-leaf filing, shifting of collections, shelf-reading, reserve processing, placing traces and calls lips, etc.) to keep collections in good working order
- Transport items to/from McPherson library and other campus units on daily mail run
- Follow procedure to monitor and action daily overdue items reports
- Monitor and respond to role-based email account communications (Law library and Interlibrary Loan), referring to supervisor as necessary
- Process interlibrary loan requests according to established workflow
- Assist with and support collections projects, and special projects or initiatives, within the Law Library including joint initiatives and projects with the Faculty of Law
- Complete general administrative data or report entry, such as taking minutes, completing spreadsheets or compiling statistics
- Maintain library spaces by adhering to policies (e.g. food policy, room booking policy, scent guidelines) and supporting initiatives (e.g. sustainability)
- Perform other duties similar in scope and complexity

4. **Responsibility:**
**Troubleshooting and general knowledge – 10%**

**Duties:**
- Learn and provide basic instruction in the use of equipment available in the library (e.g. scanner, printer, copier, headphones, adapter, laptop, etc.)
- Provide basic trouble-shooting for patrons with equipment problems and issues (e.g. wireless printing, copier jam, printer jam, etc.)
- Maintain library equipment (printers, copiers, scanners) by refilling paper trays and toner, monitor paper stock and toner levels, and liaise with Technical Support Unit (McPherson library) for support when needed
- Understand and utilize library classification systems, integrated library systems (ILS), and specialized applications (e.g. course reserves)
- Seek out training and re-training for all aspects of job proactively and as necessary
- Understand roles and responsibilities within Law Library and Faculty of Law, and refer and liaise to resolve queries as needed
- Act and respond as a Floor Coordinator during safety and emergency incidents in library and building
- May act as provisional senior staff from time to time, according to provisions in the Collective Agreement
REQUIRED QUALIFICATIONS:

Skills:
- Excellent public service skills and techniques
- Ability to communicate effectively (verbal and written), taking into consideration the University’s equity and diversity mandate, so as to provide excellent public service
- Ability to work well with colleagues in a team environment and to work with limited supervision
- Ability to handle confidential material and information with discretion and according to policy
- Proficiency with computer applications (Microsoft Office suite, databases, web tools, integrated library system) and equipment (e.g. printer, scanner, cash register)
- High attention to accuracy and detail of work to ensure standards are met
- Ability to be flexible and adapt effectively to change
- Ability to manage and prioritize multiple tasks
- Ability to maintain concentration and accuracy while performing repetitive tasks

Specialized Knowledge/Education:
- High school graduation or equivalent

Experience:
- Two years recent experience in an environment that provides excellent public service

Preference may be given to applicants with:
- Some post-secondary education
- Working knowledge of a law library
- Previous experience as a library assistant/clerk

An equivalent combination of relevant education, training, and experience may be considered

Employee’s Signature: ___________________________ Date: ____________

Supervisor’s Signature: ___________________________ Date: ____________