**UNIVERSITY OF VICTORIA**
**CUPE LOCAL 951 POSITION DESCRIPTION**

**JOB:**
Library Assistant/PB6

**TITLE:**
Library Circulation Resource Assistant

**DEPARTMENT:**
UVic Libraries - Academic Commons

**POSITION NO:**
993391, 995444, 997738, 997743, 997744, 997759, 991791

**SUPERVISOR:**
Manager, Interlibrary Loan and Circulation or Manager, Music & Media and Technical Support Unit

**LAST UPDATED:**
July 2019

**SUMMARY:**
Academic Commons is part of the University of Victoria Libraries and consists of: Circulation Services – including Interlibrary Loans; Music & Media and Technical Support Unit. The Libraries are made up of approximately 150 employees including Faculty Librarians, professional and CUPE staff, and student assistants. The UVic Libraries support the teaching, research, and learning needs of our campus and the broader communities.

Reporting to an assigned Academic Commons Supervisor, the Circulation Resource Assistant supports UVic Libraries' values and objectives by contributing to a strong and diverse staff team dedicated to providing excellent customer service to Library users. Within the Academic Commons the Circulation Resource Assistant acts as a point of contact in providing customer service to all library users. The position assists users with access to materials and services, processes materials, troubleshoots equipment and basic software issues, supports collection maintenance and performs other duties of similar scope and complexity. In addition, the Circulation Resource Assistant provides basic problem-solving, trouble-shooting, and support for other library assistants with public service, technical issues, scheduling/staffing and workflows, basic training support, moving projects forward and other similar duties. In completing their duties the Circulation Resource Assistant works with a variety of specialized equipment, software, databases and citation systems.

This position requires lifting, bending, reaching, pushing and carrying weights over 10 kgs (22 lbs.) and is required to work varied day, evening and weekend shifts.

**MAJOR RESPONSIBILITIES AND DUTIES:**

1. **Responsibility:**
   Acts as a point of contact in providing customer service to all library users 35%

   **Duties:**
   - Assist library users with access to library materials and services and daily operating procedures in all aspects of Academic Commons services
   - Act as first point of contact for any questions relating to UVic Libraries and the greater campus, as well as queries from faculty and staff relating to Academic Commons services
   - Receive, monitor and respond to email, phone or in-person inquiries
   - Inform library users about library access, resources and services, including how to navigate the online catalogue, physically find materials on the shelves, how to renew or recall books online, etc.
   - Explain borrowing privileges, loan policies, and related UVic policies such as Freedom of Information and Protection of Privacy (FOIP), Copyright, etc.
   - Refer users as appropriate to other library units, and campus departments, faculties and services
   - Respond to requests for information and with basic reference or research help questions
- Use the Integrated Library System to check materials in and out of the Library
- Monitor library borrower cards for current validity and respond to questions regarding borrower accounts
- Place recalls, holds and traces on library materials; respond to recall, hold and circulation messages
- Operate Point of Sale system for printing and copying credits, fine payments, supplies purchases, and other transactions as required
- Perform other library-specific services including booking facilities and equipment, issuing keys, etc.
- May provide support at all library service points, and other service points in Academic Commons
- Perform other duties similar in scope and complexity

2. Responsibility:
Assists with operational and processing activities 20%

Duties:
- May perform opening/closing routines
- Direct workflow of Circulation Assistants and Student Assistants (day to day operations, such as modifying schedules as required) using established procedures/guidelines
- Provide stacks and collection maintenance including shelving returned materials in call number order
- Follow procedures and workflows to assess, sort, retrieve and deliver materials for established service areas (e.g. ReQuest delivery, Interlibrary Loans, Distance Learning)
- Perform searches for missing materials
- Perform other library-specific duties including deleting cataloguing records, assisting with general filing, word processing, etc.
- Maintain library workspaces
- Retrieve and troubleshoot user information
- Assist with and support special projects and initiatives in the Academic Commons, such as the United Way Booksale
- Complete general data or report entry, such as completing spreadsheets
- Maintain accuracy of databases and web apps for unit documentation
- Update existing procedures and other similar documentation
- Perform other duties of similar scope and complexity as assigned

3. Responsibility:
Assists with the operation, use and troubleshooting of library equipment 20%

Duties:
- Maintain operational knowledge of library equipment
- Operate library equipment, assist users in the operation of equipment and troubleshoot operational problems (e.g. multimedia equipment, mobile devices, laptops, printers, scanners)
- Provide users with basic workstation orientation and instruction on software, equipment and other available technology in the library
- Fulfill requests to scan material
- Maintain library equipment (e.g. printers, scanners, copiers)
- Notify library supervisors of equipment-related issues
- Perform other duties of similar scope and complexity as assigned

4. Responsibility:
Communication and team support 25%

Duties:
- Provide training support for Circulation Assistants and Student Assistants
- Provide support to Circulation Assistants and Students Assistants as problems arise
- Report to supervisor and/or manager to identify and communicate issues as they arise
- Practice professional, respectful communication with diverse library users, team members and with staff in other campus faculties and departments
• Provide support and teamwork to other staff in the unit, department, and UVic
• Communicate within the unit using local methods of internal communication (e.g. list-servs, email, phone, notes and logs)
• Monitor requests for library material and respond or redirect as appropriate
• Communicate with supervisor and other team members to maintain a safe, productive and functional work environment
• Build, maintain and apply knowledge relating to position responsibilities, including policies, procedures, software, equipment operation, etc.
• Communicate with supervisor regarding opportunities and needs for training and coaching
• Participate in team meetings

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<th>REQUIRED QUALIFICATIONS:</th>
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<td>Skills:</td>
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<td>• High attention to detail to ensure accuracy of records</td>
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<td>• Excellent customer service skills and techniques</td>
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<td>• Excellent communication skills (verbal and written)</td>
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<td>• Demonstrated ability to handle confidential material and information with discretion</td>
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<td>• Demonstrated ability to effectively work independently and as a member of a team</td>
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<td>• Ability to guide the workflow of others as appropriate</td>
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<td>• Demonstrated ability to be flexible and adapt to change</td>
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<td>• Ability to manage and prioritize work and competing priorities appropriately</td>
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<td>• Ability to assist with administrative details</td>
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<td>• Ability to operate a computer and use a variety of equipment (e.g. printers, scanners, POS system), software (e.g. Microsoft Office) and systems</td>
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<td>• Ability to learn and instruct users in the use of equipment and software</td>
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<td>• Demonstrated leadership experience</td>
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<th>Specialized Knowledge/Education:</th>
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<td>• High school graduation or equivalent</td>
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<td>• Demonstrated software proficiency (Microsoft Office suite, social media, web tools, Excel, databases)</td>
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<td>• Some post-secondary education or work experience preferred</td>
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<th>Experience:</th>
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<td>• 2 years recent public service experience in business, administration, education or other high volume setting. Experience should include customer service.</td>
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<td>• An equivalent combination of education, training and experience may be considered</td>
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<td>• Experience training staff is an asset</td>
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<th>Employee’s Signature:</th>
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<td>Supervisor’s Signature:</td>
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