

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Library Assistant

Position Number: [Click here to enter text.](#) **Pay Band:** 7

Reports To: David Luinstra

Appointment Type: Other-details at right. **“Other” Hours Details:** 8 months – September-April

Scheduled Weekly Hours (maximum 24 hours per week): 20

PDF Completed By (Manager Name): David Luinstra

Effective Date: July 19th, 2019 **Last Revision:** July 19th, 2019

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Summarize the overall purpose of the position and why it is necessary within the organization. The summary should be a concise description (rarely more than two or three sentences) of the total position and should include only the most significant aspects of why the position exists in terms of its goal and objectives and its purpose in the College.

The positions exists to provide customer service to Fleming College students, in the form of answering research and reference questions, as well as fielding service and directional questions. This position also has responsibility for assisting FT staff with projects in their areas of responsibility. This main include work in the areas of collections and technical services (cataloguing and processing material), running reports from the Integrated Library System (Sirsi), managing the Reserve shelves, and other projects as assigned. This position is typically responsible for providing core customer service functions on evenings, weekends, and during our peak periods during the weekday during the fall and winter semesters.

PART ONE: *(continued)*

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<p>Customer service:</p> <ul style="list-style-type: none">● Reference and research<ul style="list-style-type: none">○ Interprets assignments and/or questions○ Develops and refines search strategies○ Selects proper resources (books, periodicals, databases, websites, government documents etc)○ Analyzes and evaluates and interprets results● Circulation services<ul style="list-style-type: none">○ Charges, discharges and renews library material○ Troubleshoots equipment problems○ Process overdue material, billing users, tracking collecting fines.○ Runs reports from ILS (Sirsi) – e.g., overdue material, lost items, etc● Technology<ul style="list-style-type: none">○ Instructs clients on software features○ Advises students on compatibility issues○ Solves remote access authentication problems○ Reports technology issues or problems to IT	70%

2	<p>Collections and Technical services:</p> <ul style="list-style-type: none"> • Ensures the accurate and timely cataloguing and physical processing for print collections at the Brealey and Frost campus libraries. • Assists FT staff with quality control for new Library materials (checks catalogue record for accurate descriptions before items are placed on shelves) • Performs original or copy-cataloguing when necessary (items purchased outside of usual channels, e.g., direct from Amazon or other vendors) • Performs accurate loose-leaf filing for new material that the Library purchase in this format • Reviewing slip notifications and making recommendations for book purchase • Reviewing materials donated to the library and making recommendations for acquisition 	10%
3	<p>Project work</p> <ul style="list-style-type: none"> • Assists FT Library staff staff with project work and special assignments 	10%
4	<p>Opening/closing duties</p> <ul style="list-style-type: none"> • On evenings and weekends, incumbent is responsible for opening and closing the Library, which entails keeping accurate statistics (e.g., head count, gate count), ensuring all students have left the facility, locking the library doors and securing the elevator, and reporting any issues to Security or FT staff for follow-up. 	5%
5	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Library and Information Technology

Other Vocational Certifications and/or Apprenticeships:

[Click here to enter text.](#)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than six months up to one year.

Additional Skills & Abilities:

[Click here to enter text.](#)

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Support for assignments and other course work (finding print and online materials)
Description <p>Students approach the staff member looking for material to support their assignments. The staff member would conduct a reference interview to determine their exact information needs. For example, a student approaches the desk indicating a need to find a peer-reviewed article on their topic for an upcoming research assignment. The staff member would typically ask some probing questions about the subject matter to confirm understanding, ask if the article has to be from a certain time frame, if the student has a copy of the assignment with him/her for reference, etc. Once the staff member has a full understanding of the query, they would recommend key databases that would be likely to have appropriate information on the topic and demonstrate how to conduct a basic search of the database.</p> <p>Typical questions that the staff member will receive are relatively straightforward to answer. Many of them are recurring questions, such as directional questions, questions about policies, hours, etc. Questions that are of more in-depth and complex nature will be referred to senior Library staff (direct referral during normal business hours, via an email to FT staff to follow up the next business day on evenings/weekends.</p>

Example #2

Task / Activity Data entry and quality control
Description <p>Incumbent reviews new material set aside by FT Library staff, ensuring accurate records and physical processing</p> <p>Incumbent to perform data entry tasks, such as entering attendance information related to our Information Literacy Certificate program, our annual Colleges Library Ontario annual statistics project, the Reserve collection, interlibrary loans, etc. Incumbent may be asked to assist with projects related to the Archives, such as digitizing or cataloguing material.</p>

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Routine

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are specific and related.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Answering reference, circulation, and directional questions
Description The staff member in this position has to listen attentively to students and interpret their questions in order to satisfy their needs, clarifying their requests when necessary. Sometimes the incumbent will be the only staff member on duty, and will have to find solutions to problems independently with no support from the rest of the team. For example, if a student approaches the desk to sign out an item and the system shows that he or she already has overdue fees that would prevent him or her from borrowing, the staff member would be required to probe to see if the students' narrative makes sense (i.e., confirm dates, etc). Then the staff member would look into the borrower's history to see if the student has a history of having fines waived. The staff member would then make a decision as to whether or not to waive these fines and sign out the material or advise the student that the fine must be paid in full. For complex problems that go beyond the scope of this position, the incumbent will refer to FT staff or manager.

Example #2

Task / Activity Analysis and quality control of catalogue records
Description The incumbent is required to analyse the catalogue records associated with new items added to the collection and determine if they are accurate and meet the provincial bibliographic standards. All records added to Fleming's local catalogue are ultimately added the Colleges Union Catalogue (COLLECT), and so it is important that they are accurate and properly processed. For any original or copy cataloguing, the incumbent must be aware of traditional (AACR2) and emerging (RDA) cataloguing standards and ensure that the items is described properly.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:
Some choice of action within established limits.

In determining a solution for problems, the incumbent has discretion to:
Choose from a range of existing options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Data entry using a computer
Description Input of information into a database system using basic keyboarding skills.

Example #2

Task / Activity Processing physical material
Description Opening boxes of new material, sorting and processing contents.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:
Speed is not a consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Data entry using a computer	20
Opening boxes of new material, sorting and processing contents.	10

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Task / Activity Customer service
Description Walking through library (e.g., to computer area to troubleshoot technical issue), helping customers, closing/closing procedures.

Example #2

Task / Activity Lifting boxes of material
Description Lifting boxes of new Library material for processing, lifting reams of paper and loading photocopier

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Walking through Library	20
Lifting boxes	10

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Searching catalogue(s) for print materia
Description Staff member has to know how to search our Sirsi ILS system accurately in order to give the student correct information re whether or not we own a particular item. Also, the staff member must be able to search other colleges' ILS and collective catalogues such as the Union Catalogue. Each catalogue has its idiosyncrasies and if the staff member searches inaccurately it could result in an unmet student need.

Example #2

Task / Activity Cataloguing and processing of material
Description Incumbent works with FT staff to ensure overall quality of catalogue records and physical processing of print material. They must be able to identify mistakes in records provided by vendor. When creating or adapting records from other sources, incumbent must be able to focus on minute details while working on a busy service desk with many demands from students.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?
Occasional/Recurring

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Searching databases/catalogues	30
Checking/creating catalogue records	20

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Serving multiple students simultaneously while attending to project work
Description As this staff member would sometimes be working alone, there will regularly be situations when two or more students approach the desk simultaneously. The staff member would have to be able to prioritize the students' questions. I.e., the staff member may get one student started on a database at one of our workstations while dealing with a less complex question, and then check back with the first student to ensure he/she is finding what he/she is looking for.

Example #2

Task / Activity Student questions while engaged in project work
Description The incumbent would be "on desk" 100% of the time. So when this staff member is doing assigned project work, students often approach with questions. The staff member must be able to drop this work and immediately attend to the students' needs.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?

Deadlines are reasonable and rarely change.

How would you describe the existence of critical deadlines in this role?

Occasional critical deadlines.

How would you describe the level of interruptions this position faces?

Interruptions occur regularly but tend to be predictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
Simultaneous questions from customers	30	PR (Predictable)
Questions while engaged in project	30	PR (Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Handling complaints and interpreting policy/procedures
Description Minor complaints re service/policy/collections will be addressed by the staff member, who will explain the policy and answer questions. E.g., if a student is frustrated that we don't carry copies of all of his textbooks to borrow, the staff member will indicate that it is not the library's mandate to provide students with their core course materials. The staff member has authority to waive small fines (e.g., under \$10) if a student presents with extenuating circumstances.

Example #2

Task / Activity Selecting print items to potentially be added to the collection
Description The staff member uses the electronic slips notification system to make recommendations for which items could be added to the collection. The final decision would be made by the senior library technologist with responsibility for this area. Similarly, the staff member examines materials donated to the library and recommends items for acquisition (final decision made by senior library technologist).

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?
Specific and detailed instructions provided.

What degree of supervision is typically provided to the incumbent?
Regular supervision & monitoring.

How is the work typically checked and verified?
Output is self-reviewed.

How frequently is the work checked?
Mostly reviewed at point of task completion.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

N/A

Identify the typical situations or problems that are normally referred to the Manager for solution.

Student complaints that the staff member is unable to resolve would be referred to the Manager. Suggestions and recommendations for changes to service or programming would also be referred to the Manager.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

Nature of Contact (Who)	Purpose of Contact (What)	Frequency
Library Manager	Sharing information on recurring problems with library processes/procedures, seeking clarification on policies/procedures, discussing difficult customer interactions, communicating issues with facility	Weekly
FT library staff	Sharing information, seeking advice/input on best practices, asking clarifying questions about procedures. Referring challenging/complex research questions.	Weekly
IT staff	Resolving personal IT issues related to staff account, resolving issues with library hardware/software	Infrequently
Students	Engaging students and offering advice on search strategies and explaining how to use Library resources	Daily
PRD/Security	Issues arising with students behaving inappropriate or violating College policy, immediate concerns about physical space.	Infrequently
		Choose an item.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:

Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?

Occasionally involvement with minor disclosure implications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Task / Activity Exchanging information and providing customer service
Description The staff member is responsible for providing accurate information to students about library services and other college services. When this staff member is working alone, they represent the Library and if they deliver false or misleading information it reflects poorly on the Library and on the college.

Example #2

Task / Activity Working with confidential information
Description The staff member has access to the ILS (Integrated Library System) which contains personal information about students, including their student ID. The staff member must be cautious when working with this information and respect the privacy of the student. The incumbent must be careful to only discuss the information on the students' record with the student associated with the account.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How are errors typically detected for work completed by this position?

Errors are easily and quickly detected in-process.

What is the typical scope of impact to the organization for errors in this position?

Little/no organizational impact.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	100
Outdoor work; seasonal conditions Choose an item.	
Other (please specify)	
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Slightly disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Choose an item.

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)