

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Digital Library Services Technologist

Payband: I

Position Code/Number (if applicable): S00175

Scheduled No. of Hours 35

Appointment Type: X 12 months less than 12 months

Supervisor's Name and Title: Alex Homanchuk, Manager, Library and Learning Services

Completed by: David Luinstra

PDF Date: Sept 2009

Last Revision: November 2020

Signatures:

Incumbent:
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can based on the typical activities or requirements for the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements**.

Position Summary

Provide a concise description of the overall purpose of the position.

Position Summary

The incumbent provides leadership, expertise and support in the development and maintenance of the integrated library service (ILS) model, actively working on creating and maintaining a forward-looking, user-centred and accessible digital learning resource environment that supports the institution's academic learning resource needs.

As part of the maintenance for the ILS, the incumbent is responsible for setting up access to the library's digital resources and services, keeping the digital resource knowledge bases up to date, making technical adjustments to optimize access and performance.

The incumbent is responsible for providing system administration and technical support for all library systems, especially the Library Information systems, database systems and web infrastructure. This position is also responsible for collection development (monograph collection at Frost).

The incumbent works closely on the general integration of Library services with the broader Fleming intranet and the Internet which includes acting as the formal liaison with Fleming ITS; and in this context provides staff training where appropriate.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
<p>1. Integrated Library Systems (ILS) Administration and Technical Support</p> <p>Provides technical and system administration support for the Integrated Digital Library System and extension products which encompasses the following:</p> <p>A. Technical Support and Troubleshooting:</p> <ul style="list-style-type: none"> • Ensuring that all system modules and staff clients are available and functioning; • Configuring and installing system clients on staff stations; • Communicating problems and questions to staff, Ontario College Library Service (OCLS) and ILS vendor • Acting as the primary technical liaison for the library for any issues regarding the online library system and working in consultation with Vendor Customer Support and Fleming ITS designates to resolve problems; • Communicating system difficulties or down-time to library staff; • Providing technical support to the faculty with respect to the use of the library online system. • Maintain Fleming eLibrary customizations <p>B. System Administration and Maintenance:</p> <ul style="list-style-type: none"> • Administering of the ILS system; • Maintaining and overseeing changes to policy matrices and adding new locations; • Imports users and oversees operator accounts and system security; • Ensuring that the calendars required to operate the system reflect the current and future hours of operation of the various campus libraries. • Overseeing and ensuring the importing or exporting of library records (ie. collection, patron records) from a variety of sources using the tools provided with the system (ie using pre-defined custom scripts) • Ensuring the currency of database(s) by overseeing the bulk deletion of obsolete and/or redundant records; • Liaising with OCLS staff as required ie ensuring backups etc. • Planning, testing and overseeing software upgrades; • Applying ILS patches to servers and updating clients as required; • Maintaining a sound level knowledge of the functionality found in all system modules and their respective clients; • Working with the Library Manager, ITS, and OCLS to schedule upgrades and new releases to the ILS. 	20%

<p>C. Research and Development:</p> <ul style="list-style-type: none"> • Monitoring the system and other relevant sources of information on the system; • Attending related User conferences as necessary; • Attending training sessions as required so as to remain current on system upgrades; • Working with library staff to evaluate and put into operation any functional enhancements to the online library system as result of the implementation of a new release or other related services; <p>D. Training and Documentation:</p> <ul style="list-style-type: none"> • Facilitating and/or participating in staff training on the system modules; • Maintaining documentation and client manuals for the system; • Ensuring that manuals for new version releases are distributed in a timely basis, to appropriate users; • Developing procedures and documentation for online library system issues as required; • Updating system troubleshooting-procedures as required. 	
<p>2. Library Technology Research & Development</p> <p>Provides library management and staff with technical support and advice on ILS technology (IT) solutions for Fleming Libraries by:</p> <ul style="list-style-type: none"> • Researching/investigating possible directions and/or solutions to the information system and service requirements (or problems) encountered in the Library; • Technical lead for college's digital repository • Providing input in the annual planning and organization of ILS projects; • Leading or participating as a technical consultant in online library projects and committees as assigned; • Maintaining ILS desktop software licenses; • Determining costs for the various hardware and software by contacting vendors as required; • Completing purchase requisitions or purchase orders as required. • Keeping abreast of the latest developments in information technology by reading technical literature, attending workshops and training courses as appropriate. 	<p>20%</p>

<p>3.Web Services:</p> <p>Plays an integral role in ensuring an effective, innovative and well-organized web presence for Fleming Libraries and Tutoring & Academic Skills and any other related departments:</p> <ul style="list-style-type: none"> • Provides leadership in the promotion, planning, development, implementation, evaluation and maintenance web content and services • Ensures that all digital services follow web accessibility standards and general usability guidelines, including the ongoing Accessibility for Ontarians with Disabilities Act (AODA); Facilitates access to the library's electronic resources through the web • Creates the Library's website and maintains the connections and access to all digital library resources. • Trains and supports Library and Tutoring & Academic Skills staff working with website software • Develops, maintains, and implements new library apps and widgets for use on the library website, including search boxes for the library catalogue and database holdings. • Identifies and develops standards and procedures where needed; • Communicates policy, technical and programming-needs to Manager. 	20%
<p>Collection development – Monographs</p> <ul style="list-style-type: none"> • Performs collection development activities for specified program areas, including fielding requests for materials from faculty, and selects resources for purchase with the aim to develop a timely, relevant, accurate and accessible collection. • Maintains and de-selects materials for specified program areas as appropriate, often based on comprehensive review of statistics generated through the integrated library system. • Assesses donations for same programs to determine relevance to the library collection. • Accurately records and tracks purchases using vendor purchasing and collection management tools as well as any internal purchasing databases. 	10%
<p>Information and Digital Literacy (IL/DL)</p> <ul style="list-style-type: none"> • Liaises with faculty to develop, deliver and assess IL workshops This includes assisting faculty with reviewing curriculum documents/assignments, considering best delivery practices, writing learning outcomes for information/digital literacy sessions, and coordinating timing of delivery. • Support faculty in the creation of accessible documents or finding alternative documents in order to better conform to UDL principles. 	10%

<p>Frontline Services – provides comprehensive service at Library Service Desk, including:</p> <ul style="list-style-type: none"> • Reference services for Fleming students and employees, including interviewing the client, interpreting assignments and other course material, developing and refining search strategies, recommendation of appropriate sources and formats, and analyzing and evaluating search results for quality, currency, relevance, and authority. • Circulation services including using the Integrated Library System to sign in and out material, placing holds on items not on the shelf, facilitating the interlibrary loan process, creating Library records for students as needed. • Facilitating Group Study Room booking, resolving issues and answering questions about this service. • Technology troubleshooting, including advising clients on software and hardware in Library, including compatibility issues, remote authentication issues, and other technical problems. <p>Directional assistance and referral to other college and community services as necessary and appropriate</p>	10%
<p>5. Steering Committees</p> <ul style="list-style-type: none"> • Represents Fleming College on provincial steering committees related to library services and technology. 	5%
Other related duties	5%
TOTAL	100%

* To help you estimate approximate percentages:

½ hour a day is 7%

1 hour a day is 14%

1 hour a week is 3%

½ day a week is 10%

½ day a month is 2%

1 day a month is 4%

1 week a year is 2%

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- ☐ Up to High School ☐ 1 year certificate ☒ 2 year diploma
- ☐ Trade certification ☐ 3 year diploma / degree ☐ 4 year degree or 3 year diploma / degree plus professional certification
- ☐ Post graduate degree (e.g. Masters) or 4 years degree plus professional certification
- ☐ Doctoral degree

Field(s) of Study:

Library Sciences – Library Technician

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☒ No additional requirements

☐ Additional requirements obtained by course(s) of a total of 100 hours or less

☐ Additional requirements obtained by course(s) of a total between 101 and 520 hours

☐ Additional requirements obtained by course(s) of a total of more than 520 hours

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

- ☐ Less than one (1) year
- ☐ Minimum of one (1) year
- ☐ Minimum of two (2) years
- ☐ Minimum of three (3) years
- ☒ Minimum of five (5) years

-Extensive experience with operating systems such as DOS, Windows and, Unix/Linux, and Netware on local and wide area networks, including both internal LANs, such as a college environment, as well as the Internet and Intranet.

-Experience using complex technology-based research, reference and library tools including web-based resources, the Internet, Integrated Library Systems, and legal research tools.

-Experience using a variety of software including a minimum of word processing, database maintenance/management (i.e. Oracle) presentation graphics, spreadsheets. Experience working in a Web development environment using Web Development applications.

-Experience working independently within a multi dimensional team environment, prioritizing and organizing own work

-Project management experience.

- ☐ Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring	
Key issue or problem encountered.	Problems encountered by staff and end users (Faculty, Students) when using the library integrated software system.
How is it identified?	When staff member inputs data, they receive an error message.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent goes through the process with the staff member to view the problems. If it cannot be rectified at that point, incumbent repeats the process using sample data to rule out existing scenarios, eg. Does the problem relate to the "user" or to the "item" record? Does the mapping configuration need to be adjusted? Does a report need to be run to re-index properties? Does the booking profile need to be reconfigured to modify user's or item's profile?
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must decide where the problem originates and how to reconfigure the malfunctioning process without affecting other online processes. Start with simplest or most obvious solution and work through a checklist of possible solutions. Check the online help manuals provided on the system. If unable to solve the problems using these methods, liaise with vendor's helpdesk for possible solution.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past practices Software vendor Help Desk Online manuals provided by software vendor System Administrator listserv for users of the same software

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered

Data Management. There are many circumstances where data integration from current college systems and vendor product system doesn't exist, and the incumbent regularly must create processes related to data manipulation, data security, data collection and document management as well as some network account management.

How is it identified?

Issues are identified by the incumbent through product investigations and by working various project groups

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent must often look beyond the immediate solution to determine if there may be any negative impacts on future activity based on solutions created for the present.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Data must be created, provided, or uploaded in a timely, secure, accurate manner. The incumbent must ensure that any data created will provide the desired solution.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

The incumbent relies heavily on past experience and where possible works with the Information Technology Services.

#3 regular & recurring

Key issue or problem encountered

Integration of new and evolving content into the Library database.

How is it identified?

New information is purchased (databases) or developed (from on-site sources ie visual media) based on user demand.

Is further investigation required to define the situation and/or problem? If so, describe.

Incumbent would interview users to determine most appropriate place to store data and to determine how to capture the data.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

If the item was a visual item (ie tree id specimen) incumbent would need to determine how to capture a visual record (digitize) and in turn store image in appropriate files. Then a modification would need to be created within the library system to hold images so as to be readily retrieved by users.

What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).

No established standards would exist in the above example (or other like-examples) and the incumbent would be required to use their own expertise and any other best practices that they could review to determine a methodology in order to create the solution.

3. Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered	A student is researching the library's electronic databases when one vendor's product malfunctions. The pages refuse to load, error messages appear etc.
How is it identified?	Client complains to incumbent
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent checks to see why the product isn't working properly, if it's a computer issue, firewall issue, cookie issue, user error etc.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Question client, recreate the problem if possible, examine computer settings, test the problem on another machine, phone the vendor or OCLS to see if it's a widespread issue, talk to IT about firewall issues, phone other campuses to see if they have similar issues, use the library community college listserv to talk to other colleges about the problem. In the meantime, find an alternate source of materials for the student who needs research material immediately to complete their assignment
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past knowledge of possible problems and solutions, technical support from vendors and IT

#2 occasional (if none, please strike out this section)

Key issue or problem encountered	
How is it identified?	
Is further investigation required to define the situation and/or problem? If so, describe.	
Explain the analysis used to determine a solution(s) for the situation and/or problem.	
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally.

#1 regular & recurring	
List the project and the role of the incumbent in this activity.	Library System Upgrades. As system administrator for the College's Library System, the incumbent is responsible for ensuring that system software remains current.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Good planning and communication skills are required to ensure the least amount of system disruption/down-time. This includes communications with all Library staff, the vendor and the I.T.S. Dept.
List the types of resources required to complete this task, project or activity.	There are a variety of technical resources required to complete the task. The incumbent refers to the vendor's technical documentation to ensure the college's current server configuration is adequate, they engage the I.T.S. Dept. to ensure that backups will be performed (and confirms before proceeding). The incumbent also relies on past experience & training when reconfiguring the system after the upgrade.
How is/are deadline(s) determined?	System upgrades are generally planned around the periods of least disruption. Where possible during the break periods in the summer months.
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	The incumbent, working with the Manager of Library Services.

4. Planning/Coordinating

#2 regular & recurring	
List the project and the role of the incumbent in this activity.	Setup of new application for library software system Eg. Biodiversity Lab- specimen collections online
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Forecasting – how can this application benefit the end user Communication – discussion with end users as to what they want to accomplish Process Mapping - flowchart tasks with possible completion dates

List the types of resources required to complete this task, project or activity.

Past practices with other projects
Online manuals
Knowledge of software
Expertise of end users

How is/are deadline(s) determined?

Date end user needs software to perform required functions

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Incumbent in liaison with Manager of Library Services.

#3 regular & recurring

List the project and the role of the incumbent in this activity.

Web infrastructure updates & upgrades

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Good planning and communication skills are required to ensure the least amount of system disruption/down-time. This includes communications with all Library staff, the vendors and ITS. Library staff members must be informed of the updates and upgrades beforehand, and any necessary staff training be performed.

List the types of resources required to complete this task, project or activity.

There are a variety of technical resources required to complete the task. The incumbent refers to the vendor's technical documentation to ensure the college's current server configuration is adequate. The incumbent also relies on past experience & training when reconfiguring the system after the upgrade. All new upgrades must be AODA compliant to ensure accessibility.

How is/are deadline(s) determined?

System upgrades are generally planned around the periods of least disruption. Small updates are performed throughout the year. Major updates and upgrades are scheduled where possible during the break periods or in the summer months.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Incumbent in liaison with Manager

4. Planning/Coordinating

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

#1 occasional (if none, please strike out this section)

Purchase of new library software system or upgrade of current system.

Coordination of tasks of complete project

Writing a request to purchase (RFP)

Flowchart deadlines for each segment of the project

As online library project leader, request co-workers gather data based on their expertise, eg. Have circulation technician prepare list of functions required for circulation module

Research reports on different systems

Conversing with vendors

Conversing with other institutions using desired system

Conversing with team members as to individual requirements

Converse with college administration re budget for purchase

In conjunction with supervisor, ITS and vendor. Launch date is determined by the time it would cause the least amount of confusion to users.

Implementation date could be changed if processes slow down. Change of date could affect system users. Changeover during academic semesters should be avoided.

#2 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input type="checkbox"/>		Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Incumbent trains other library staff on newly developed online processes and systems so they may use the system efficiently and appropriately
<input checked="" type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Provides ongoing advice to students and staff in how best to access online databases and other library resources Incumbent advises students and faculty on which databases or websites are most applicable for their research needs, recommends key words, search methods such as Boolean searching, Federated search principles, evaluates the search results and recommends the best resources (print, online etc) to complete the assignment Works with other library/AV staff members in utilizing proper procedures with the library software system
		The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	As project leader for developing the online library presence; incumbent requests data from other staff and the timing for the completion of the request. Uses expertise to assist other staff with completion of data requests.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
Job duties are performed in accordance with general, broad instructions and policies that involve changing conditions and problems. Most assignments are completed with no supervision and independent judgment and thinking is required throughout the span of an assignment.	.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Limited existing policies and procedures for operations. There are minimal documented guidelines related to the networked environment and the ITS operations or the relationship between the Library staff and IT staff.</p> <p>Incumbent works to professional library standards, procedures and practices. The incumbent has the freedom to act independently and use discretion and judgment to interpret and apply these standards.</p> <p>Online resources and electronic databases change and evolve frequently and thus require new research methods and strategies to be developed. Incumbent must keep abreast of the changing software and technologies</p>	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Status reports on major projects are provided upon request of the supervisor and/or during monthly team meetings and/or if requested.</p> <p>Issues are raised as needed at intervals throughout the semester, at the completion of a project, and at project based formative evaluation meetings. Work is generally reviewed by discussion and through issues from clients.</p>	

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
Investigation of new online services in consultation with other community college library professionals and OCLS staff	
Trends and new directions for college library systems in discussion with resources like College Libraries Ontario, OCLS, vendors, etc.	

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
Issues that require development of new operational procedures (tracking, use and access), issues related to use policies, new technical problems with equipment.	
Problems are handled directly by the incumbent with the exception of situations that require supervisor input or, significant budget issues/expenditures, serious employer/student complaints, conflicting deadlines, items that are beyond the scope of this position.	

Describe the type of decisions that would be decided by the incumbent	
Regular and Recurring	Occasional (if none, please strike out this section)
Develop new applications for the library system.	
Incumbent prioritizes their work schedule. Major projects with significant time requirements are discussed at a departmental level, with supervisor input, if necessary.	
Incumbent plans updates to provide continuous access to library resources (ILS, Remote Access to databases, etc). This needs to be done on a regular (weekly) basis to ensure that access is available to all students and staff at Fleming College.	
Library reference work.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
Library staff member approaches the incumbent. They have a problem utilizing the library software	Incumbent must ask relevant questions to determine the nature of the problem and to clarify how it affects the usage of the software. Eg How often have they encountered the problem? Does it happen only when particular tasks are being performed?	Library staff at Frost, Brealey and Haliburton campuses. Also Biodiversity staff at Frost and IT helpdesk staff	Weekly
Reference Services (in-person, email, phone, videoconferencing, chat)	Conduct a reference interview by asking questions, asking to see the assignment or other course material to decide/assess what research tools and methods would be most appropriate	Students Employees Faculty Community	D D W I
Faculty request an easier method to access specific information on the system	Incumbent tailors and develops a customized process to access visual media within the online library environment. Eg. Faculty have hundreds of 35mm slides and wish these to be accessible online and within the library collection. Incumbent works thru a process of assessing this need which involves interviewing faculty to understand user needs and then working thru a process to find a methodology that satisfies this request and future related needs.	Faculty & Students	I
Orientation Session (in-person, email, phone, videoconferencing)	Discusses with faculty the focus of the session and designs workshops, learning activities and works with faculty to develop learning outcome for workshops geared to needs. Assist faculty in the development of library assignments. Plans and delivers the workshops.	Faculty	I

* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Exchanges information regarding Library services, procedures, facilities, and resources.	Students, employees	D
	Directs to services, departments, available elsewhere in the College.	Students	D
Explanation and interpretation of information or ideas	Reference, new processes developed	Student and Library/ITS staff	W
Imparting technical information and advice.	Instructs library patrons in research and reference skills in using various print and electronic resources	Students, faculty	D
	Providing technical assistance in use of computer software and accessing materials in the library.	Students, employees	D
	Instruct library patrons in research and reference skills in using various databases.	Faculty staff students Community users	D
	Train staff members in use of library software system	Library staff	M
Instructing or training	Develop training tools and train staff on New online products/processes	Library staff	M
Obtaining cooperation or consent			
Negotiating			

* D = Daily W = Weekly M = Monthly I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting	D			✓	✓		
Standing	W		✓				
Lifting	W	✓			✓		
Pushing/Pulling	W	✓			✓		

* D = Daily W = Weekly M = Monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

Light (up to 5 kg or 11 lbs)

x Medium (between 5 to 20 kg or 11 to 44 lbs)

Heavy (over 20 kg or 44 lbs)

Books

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Investigation, maintenance, development and management of online systems	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? Usually . Telephone/Student/Staff Drop-In Interruptions X No: : Staff work in open office in which requests to assist at the service desk are frequent				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why? Usually No				

* D = Daily W = Weekly M = Monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input type="checkbox"/> dealing with abusive people		
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input type="checkbox"/> smelly, dirty or noisy environment		
X travel	Travel to other campus to deliver services.	M
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

* D = Daily M = Monthly W = Weekly I = Infrequently