



POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Library Technician, Access and Information Services

Position Number: TBD

Pay Band: 9

Reports To: Alex Homanchuk, Manager, Library and Learning Services

Appointment Type: Other-details at right.

“Other” Hours Details: 8 months. September – April.

Scheduled Weekly Hours (maximum 24 hours per week): 2 positions @ 24 hours/week, 1 @ position 16 hours/week

PDF Completed By (Manager Name): Alex Homanchuk

Effective Date: March 7, 2023

Last Revision [Click here to enter text.](#)

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 as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

The Access and Information Services Technician is the Library's primary frontline service role, enabling patrons to access and make appropriate use of physical and digital collections, connect them with relevant services, and administer their experience of the library's unique student-centered study and collaborative spaces. The position provides skilled reference and circulation services to students, staff, and faculty, aiding them in understanding and evaluating their information needs and facilitating the search, discovery and fulfillment of these needs. Fulfillment includes providing circulation services of physical collections, digital access to licensed collections as well as coordinating access to all formats through reciprocal agreements and interlibrary loan processes. As part of Access service role, the incumbent assists in the development and documentation of procedures, compiles service statistics for reports and assists in the onboarding and guidance of student Library Assistants.

This position additionally has responsibility for assisting full-time staff with projects in their areas of responsibility. This mainly includes work in the areas of collections and technical services (cataloguing and processing material), running reports from the Library Services Platform (Alma), and managing the Reserve shelves. This position is typically responsible for providing core customer service functions on evenings and peak service periods during weekdays through 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	Customer service: <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 and guides users in evaluating and interpreting results○ Selects suitable resources to fulfill information needs (books, periodicals, databases, websites, government documents etc.)○ Refers students to appropriate services/departments○ Maintains desk service statistics as well as other service statistics and provides reports as required	70%

	<ul style="list-style-type: none"> ○ Provides virtual reference assistance through collaborative college AskOn service ● Circulation services <ul style="list-style-type: none"> ○ Charges, discharges and renews library material ○ Processes overdue material, billing users, tracking collecting fines. ○ Runs reports from Library Services Platform (Alma) – e.g., overdue material, lost items, etc. and uses Excel and/or other statistical reporting systems to track data and compile reports. ○ Facilitates study room bookings and tracks data (i.e., usage and lack of availability) ● Technology <ul style="list-style-type: none"> ○ Instructs clients on public access computer software features and compatibility issues ○ Records, reports, and assists in resolving remote access and authentication problems with library systems and licensed resources ○ Instructs/assists students with scanning, photocopying, sign-in, print credit and other technology questions and refers students to IT services as needed for further assistance ○ Reports technology issues or problems to IT Services ○ Maintains and updates system manuals and training materials for staff and student employee use 	
2	<p>Collections and Technical services support:</p> <ul style="list-style-type: none"> ● Performs original or copy-cataloguing as necessary (items purchased outside of usual channels, e.g., direct from Amazon or other vendors). Assists in updating records and descriptions for electronic subscription resources (e.g., reviewing and updating database descriptions). ● Assists Full-time staff in collection development and technical service responsibilities by evaluating and assembling lists of prospective title acquisitions and assisting in weeding/de-accessioning tasks. ● Reviews materials donated to the library and makes recommendations for accessioning. ● Updates Legal Citators and other loose-leaf resources ● Performs print inventory and related records maintenance 	15%
3	<p>Access Services oversight:</p> <ul style="list-style-type: none"> ● Serves as first point of procedural guidance to student library assistants in carrying out their assigned duties and participates in student onboarding. Assists in scheduling student assistants to ensure full desk coverage. Ensures that 	10%

	<p>complex reference questions are appropriately escalated from student assistants</p> <ul style="list-style-type: none"> • Coordinates interlibrary loan services with external resource sharing partners to fulfill staff and student resource requests and maintains and informs staff on changes to procedural documentation • Aides in monitoring and guiding students in projects that have been assigned and managed by full-time staff • 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, PRD or FT staff for follow-up. 	
4	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 one year up to three years.

Additional Skills & Abilities:

Experience working within an automated library environment, using a variety of library-specific content management systems and web-based research and discovery tools. Experience applying cataloging standards and tools to modify and maintain collection metadata. Experience working in a customer service front-line environment providing several physical and digital services such as reference and circulation, interlibrary loan, digitization, and reserve reading collection management. Experience with database, spreadsheet, word processing, email applications. Experience working independently as well as in a team environment in the effective organization of projects and tasks.

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 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. 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, or basic navigation of online library resources.

Example #2

Task / Activity

Data entry and quality control
<p>Description</p> <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?
 Non-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 different and unrelated.

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

<p>Task / Activity</p> <p>Answering reference, circulation, and directional questions</p>
<p>Description</p> <p>The staff member in this position must listen attentively to students and interpret their questions to satisfy their needs, clarifying their requests when necessary. Often 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 investigate the borrower’s history to see if the student has a history of having fines waived. The staff member would then decide as to whether to waive these fines and sign out the material or advise the</p>

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 the manager.

Example #2

Task / Activity Analysis and quality control of catalogue records
Description The incumbent is required to analyze the catalogue records associated with new items added to the collection and determine if they are accurate and meet consortia partners bibliographic standards. All records added to Fleming's local catalogue are ultimately visible to Ontario college partner libraries through a shared system and network zone and therefore 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:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and 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, open/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.

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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

How would you describe the frequency of the physical demands of this position?
Occasional (part of the day)

How would you describe the nature of the physical demands of this position?
Light

How would you describe the physical strain on this position?
Uncomfortable/awkward positions for short periods; some flexibility of movement.

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 information resources
Description Staff member must know how to search our discovery system and databases accurately to give the student correct information on the library's ownership or subscription access to a particular item or file. Also, the staff member must be able to search other colleges' catalogue/discovery systems and digital repositories. Each search and discovery tool 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 (>30 to 60%)

How would you describe the requirement for sensory demand in this position?

Moderate

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 often 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 is “on desk” 100% of the time and, as such, the staff member will be interrupted occasionally by student queries as they work to complete assigned projects. The staff member must be able to shift priorities immediately attend to the students’ needs and resume the work once the core service need has been satisfied.

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 their 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 prospective titles to add to the collection
Description The staff member uses the electronic slips notification system, vendor and publisher catalogues and

reviews to make recommendations for titles to add 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?

Works within general procedures and past practices.

What degree of supervision is typically provided to the incumbent?

Most work is completed independently; supervisory input provided upon request.

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.

Reviewing student assistant work for accuracy and provide guidance on work procedure. For example, ensuring a student worker is carrying out inventory project in accordance with established procedure. Occasional.

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	Weekly

	interactions, communicating issues with facilities	
FT library staff	Sharing information, seeking advice/input on best practices, asking clarifying questions about procedures. Referring very complex research questions.	Daily
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

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?
 Regular involvement with significant 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
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Description

The staff member has access to the Library Services Platform (Alma) which contains personal information about students, including their student ID and loan information. 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 usually detected through verification and review processes.

What is the typical scope of impact to the organization for errors in this position?
Results in some workflow disruption, duplication and/or wasted resources.

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 No	
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.](#)