

## Position Description Form (PDF)

College: Algonquin College

Incumbent's Name: Maureen Sampson

Position Title: Library Technician

Payband: F

NOC: 5211

Position Code/Number (if applicable): P00804

Supervisor's Name and Title: Jamie Bramburger, Manager of Community & Student Affairs

Completed by: Jamie Bramburger

Date: September 10, 2021

### Signatures:

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

Date:

Supervisor:

Date:

Supervisor's 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 of 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.

Reporting to the Manager, Community and Student Affairs the incumbent performs Library Technician duties for a divergent clientele.

The Library Technician provides technical support to users of the Pembroke Campus Library. This work includes cataloguing of library materials; monitoring the quality, organization and content of bibliographical resources; supporting the circulation desk through in person and online customer service; providing guidance to students, faculty and staff who are accessing the library and its resources; tracking library usage and collaborating with other library staff to plan and deliver services to the broader campus community. This position is responsible for providing excellent library technical services practices for the Pembroke Waterfront Campus Library. The incumbent is responsible for monitoring the quality, content, and organization of bibliographic data; planning and implementing light cataloguing processes; providing advice to staff with related functions; and ensuring that the library catalogue and discovery layer continue to meet the Library and end user needs.

The incumbent is responsible for planning day-to-day activities and supporting the efficient operation of the Pembroke Campus Library.

The incumbent is responsible for facilitating client's use of standard college software and hardware, of learning management systems, and of navigating the library website and searching digital resources.

The incumbent is responsible for the maintenance of the Serials collection.

**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><b>As the incumbent is located at a regional campus, the incumbent contributes to the shared responsibilities for the Pembroke Waterfront Campus Library.</b></p> <p><b>Special Focus - Serials Collection</b></p> <ul style="list-style-type: none"> <li>-uses various electronic systems to maintain serial collection - places orders, renewals, claims missing issues, adjusts catalogue records</li> <li>-creates and maintains volume records within the electronic library system to allow for the circulation of individual journal issues to clients</li> <li>-establishes holding policies for serial titles</li> <li>-tracks changes to periodical holdings, enumerations and chronologies</li> <li>-verifies ordering information for existing periodical acquisitions</li> <li>-corresponds with vendors to verify subscription costs, order cancellations, account status, returns</li> <li>-activates individual online serial subscriptions</li> </ul> <p>Executes the preparation of materials for use including: barcodes, tattle tape</p> <ul style="list-style-type: none"> <li>-creates reports for budgeting and collection development, faculty awareness</li> <li>-receives and maintains new publications from various organizations, including; the Depository Service Program, Statistics Canada, and items in the Reference Collection that require updating of individual sections/pages</li> </ul>	<p>25%</p>
<p><b>Client Reference Services</b></p> <ul style="list-style-type: none"> <li>-Provides step-by-step guidance and instruction to client, in the use of all information sources, print, audio-visual and digital within the Library or offsite (via telephone/email/face-to-face/real time chat/online video call)</li> <li>-Assists clients with research questions</li> <li>-Provides instruction and tips on how to search databases effectively</li> <li>-Uses open-ended questions to comprehend the level of information client requires</li> <li>-Conducts reference interviews and provides library skills information assistance on the use of databases and online research strategies</li> <li>-Analyzes information queries to determine best type of information source</li> <li>-Assists clients with booking appointments with a Student Support Lab coach</li> <li>-Refers clients to other libraries with specialized collections</li> <li>-Answers questions about the location of and gives directions to other college departments and services within the Library or offsite (via telephone/email/face-to-face)</li> <li>-Locates material for clients within the collection</li> <li>-Collects appropriate statistics</li> </ul>	<p>22%</p>

<p><b>Client Circulation Services</b></p> <ul style="list-style-type: none"> <li>-Maintains integrity of patron files (updates and creates records)</li> <li>-Issues borrower cards to staff/student/faculty and community members not entitled to a college issued ID card.</li> <li>-Processes fines and clears encumbrances in collaboration with student services.</li> <li>-Uses electronic &amp; manual library systems to circulate library materials and/or equipment</li> <li>-Opening/closing duties: Ensures equipment is properly turned on/shut down, in case of closing duties ensures that clients have vacated library space; ensures that laptops/reserve materials have been returned</li> <li>-Processes requests for holds, reserves, inter-library loans, inter-campus loans, and audio-visual bookings and assists clients in completing requests for these services.</li> <li>-Explains library policies to clients, as appropriate i.e.; loan periods, fines, food/beverage policy, reciprocal borrowing agreements</li> <li>-Collects appropriate statistics</li> <li>-Monitors security systems i.e., assuring restricted materials are not removed from the library, or verifying materials are properly checked out</li> </ul>	<p><b>20%</b></p>
<p><b>Hardware/Software Troubleshooting</b></p> <ul style="list-style-type: none"> <li>-Assists clients experiencing difficulties with their laptop computers and networked printers.</li> <li>- Provides guidance and technical assistance to clients wishing to use photocopiers/scanners/printers, audio-visual equipment, and student card money loading machines.</li> <li>-Facilitates clients use of standard college software, course management system (Brightspace), student information system(ACSIS)</li> <li>-Reports malfunctioning and out-of-order equipment to appropriate parties</li> </ul>	<p><b>10%</b></p>
<p><b>Interlibrary/Intercampus Loans</b></p> <ul style="list-style-type: none"> <li>-incumbent receives request for interlibrary/intercampus loan from client, researches availability of requested material using several databases</li> <li>-places request for loan from the originating library and notifies the client when received</li> <li>-incumbent also receives requests from external institutions/other campuses for material within our collection, items are processed and sent to the requesting library via mail/courier service</li> </ul>	<p><b>5%</b></p>
<p><b>Reserve Collection Duties</b></p> <ul style="list-style-type: none"> <li>-Maintains all reserve collections, including, but not limited to; teacher's reserves, short-term and long-term laptops, Academic Upgrading's textbooks and modules, software and operating system discs from ITS for College employees, certain peripherals for CAL for use in the Assistive Technology Meeting Room within the Library space, other tools (e.g. headphones, calculators, etc.)</li> <li>-Enters all items in the reserve module of our automated library system</li> <li>-Liaise with faculty to provide and maintain the material for the reserves</li> </ul>	<p><b>5%</b></p>

<p><b>Maintenance of Library Collection and Space (shelving/shelf reading)</b>          - According to the Library of Congress Classification System, replaces any displaced library material to its correct location          -Verifies that items are filed correctly on shelves          -Executes the shifting and relocation of parts of the collection          -Conducts full collection inventory tasks when these major projects occur in the spring/summer period</p>	<p><b>3%</b></p>
<p><b>Integrated Library Systems Administration</b>          -maintain the integrity of the patron database in the current Library integrated system including various annual, monthly, and/or daily maintenance functions (purging, verification of information, cyclical user file maintenance, etc.)          -maintain the integrity of the Bibliographic/holdings database e.g.: discarding items from the library collections, and changing location of library materials          -coordinate overdue/fines owing regular and end of term reports for Pembroke campus including encumbering of student records for material owing          -manages media booking system that pre-books AV materials for clients          -ensures that material is available for clients at requested time          Flags discrepancies in item record and corrects, or brings to the attention of Cataloguing staff</p>	<p><b>3%</b></p>
<p><b>Collection Development / Acquisitions</b>          -collaborates with the Pembroke Campus Librarian on the selection / de-selection (weeding) of library materials.          - tracks status of orders throughout the order cycle          - receives materials and processes          -Processes new materials for the assignment location within the Library</p>	<p><b>2%</b></p>
<p><b>Other Duties as required</b>          Could be called upon to provide back-up assistance in the following areas:          -participate in online library orientations for new students          -organize and conduct Library tours          -demonstrate to clients how to use the library website and access and search library databases          - assist clients with comprehension, vocabulary and grammar          - Library representative for Pembroke campus (such as but not limited to School Academic Council, committee meetings, campus activities such as Open House, convocation, orientation, etc.)          -order instructional/office supplies for Pembroke Library          -Design and maintain displays about Library services for various College information activities          -Serves as a resource for campus copyright questions          -provide direction and guidance to p/t staff; ensuring that p/t staff are knowledgeable and up-to-date on how to use the various library systems, policies and procedures          - Create brief catalogue records for any items not currently contained within the library collection.          Facilitate booking of appointments with Student Support Lab Coach or for CAL meeting room</p>	<p><b>5%</b></p>
<p><b>TOTAL</b></p>	<p><b>100%</b></p>

\* 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.

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Up to High School or equivalent   | <input type="checkbox"/> 1 year certificate or equivalent                            | <input checked="" type="checkbox"/> 2 year diploma or equivalent                               |
| <input type="checkbox"/> Trade certification or equivalent | <input type="checkbox"/> 3 year diploma / degree or equivalent                       | <input type="checkbox"/> 3 year diploma / degree plus professional certification or equivalent |
| <input type="checkbox"/> 4 year degree or equivalent       | <input type="checkbox"/> 4 year degree plus professional certification or equivalent | <input type="checkbox"/> Post graduate degree or (e.g. Masters) or equivalent                  |
| <input type="checkbox"/> Doctoral degree or equivalent     |  |  |

Field(s) of Study:

Library and Information Technician
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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

Minimum of eight (8) years

Minimum 3 year Library Technician experience in a post-secondary library environment	

### 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:

	<b>#1 regular &amp; recurring</b>
Key issue or problem encountered.	Client requires research assistance to obtain information for a paper that they are writing.
How is it identified?	Client requests assistance to find information. Request may be in person, online live chat, telephone, email or instant messaging.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent uses open ended questions to clarify request. If the request is via phone or email incumbent will ensure that client can access material remotely through our databases and establishes how long the client has to synthesize material.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	<p>Incumbent will evaluate the request : if client has limited time to research and write, then journal articles might be a better option so Incumbent</p> <ul style="list-style-type: none"> <li>-considers and recommends the most appropriate database for the subject area.</li> <li>-demonstrates the best method of searching for the required information within that database. (Incumbent must be aware of type of material within the database and how to utilize the interface.) (Incumbent may also have to explain remote access details to client if they are off campus).</li> </ul> <p>If the client has a longer time to research then the incumbent</p> <ul style="list-style-type: none"> <li>-considers, compares, evaluates and informs the client of other resources such as books, audio-visual materials, reports, and government documents within the Library or in other Libraries.</li> <li>-demonstrates the use of the catalogue, or other index to the client.</li> <li>-assists the client in searching for materials.</li> <li>-guides client in filling out necessary forms to request material from another Library. Incumbent verifies that information on the form is complete.</li> <li>--follows up to ascertain that client's needs are met.</li> </ul>



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

Catalogues, databases, and Internet Websites  
LivePerson software  
Strategy-Nets  
Ontario college websites and databases  
Procedure manual  
Past practices, knowledge and experience

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	Client experiences difficulties in navigating Brightspace (e.g., unable to print PowerPoint lectures, unable to save assignments)
How is it identified?	<ul style="list-style-type: none"> <li>-Client approaches incumbent for help</li> <li>-Client appears to be in need of assistance</li> </ul>
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent asks client what steps have been taken so far, notices any difficulties client may be having, and assesses the problem
Explain the analysis used to determine a solution(s) for the situation and/or problem.	<p>Due to idiosyncrasies in the formatting capabilities of Brightspace, clients may experience a range of difficulties</p> <p>For example, clients may not realize that it is not possible to work on Microsoft Office based assignments directly in Brightspace as Brightspace will not allow such documents to be saved. In this situation, the incumbent:</p> <ul style="list-style-type: none"> <li>-Determines at what point the problems have occurred</li> <li>-Instructs client that if they continue their assignment they will be unable to save their work</li> <li>-Recommends that the client redo the assignment in Word and shows client how to save to their :/ drive</li> <li>-Demonstrates to client the steps taken to submit the assignment to the digital drop-box</li> </ul> <p>Example 2: Client is not able to open document in Blackboard. In this situation, the incumbent:</p> <ul style="list-style-type: none"> <li>-Troubleshoots to determine what means will enable the document to be open</li> <li>-Check Brower security settings as content may be blocked.</li> <li>-Instructs the client in using different means to open the document:             <ul style="list-style-type: none"> <li>- Return to the link and open in a new window</li> <li>- Change the file extension</li> <li>- Logout of Brightspace, close and open in a different browser.</li> <li>- Update Adobe, open, then open document.</li> </ul> </li> </ul>
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	<ul style="list-style-type: none"> <li>-past occurrences</li> <li>-procedures and policies</li> <li>-experience</li> <li>-manuals</li> <li>-Assistive Technologist</li> </ul>

3. Analysis and Problem Solving

**#3 regular & recurring**

Key issue or problem encountered

Student cannot access databases from home

How is it identified?

Student informs staff via in person or by telephone

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

Ask relevant questions to determine the source of the problem. Does the user's account need to be activated or modified via electronic systems? Does the user know how to login? Do they have the correct login information? Does the remote login window appear on the user's home computer when they select a database?

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

Upon determination of the cause of the problem, use the appropriate course of action which may involve one or more of the following:

Use the automated library system to reactivate account, renew user privileges, modify user account or retrieve their personal login information.

Instruct the user on the steps to follow for login and provide them with the correct user login information.

Guide them through technical steps required to allow the remote access window on their home computer.

Follow-up with student to confirm remote access login success

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

Library automated systems

Past experience with this recurring problem

ITS staff

Established guidelines

### 3. Analysis and Problem Solving

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

Key issue or problem encountered	Student, staff or faculty do not know how to use the scanner
How is it identified?	Client comes to the circulation desk and asks for assistance.
Is further investigation required to define the situation and/or problem? If so, describe.	Determine whether client wants a coloured photograph or a greyscale document. Do they want to alter the visual appearance of the material and or edit it? Will they need to transfer the information into another software application? Do they want to e-mail, print or save the information?  Determine whether the client will need further assistance once the material has been scanned according to their specifications.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Upon confirmation of the patron's needs, guide them through the appropriate scanning steps. The steps vary depending on how they want the information to be edited, portrayed and or stored.  Guide the client through the saving process.  Determine if further assistance is required in transferring, e-mailing or printing material.
What sources are available to assist the incumbent finding solution(s)? (e.g. past practices, established standards or guidelines).	Past experience Past practices Software manual ITS support

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

Key issue or problem encountered	Student cannot print document retrieved from a database as the document's original format was not ever formatted or meant to be printed (e.g. Old ledger books, maps, large paper documents).
How is it identified?	Student sends a computer document to print but no document appears. Students then present their selves to staff for assistance.
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent accompanies the student to the computer and investigates the problem.

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

Incumbent

- determines whether origin of problem is from the printer or the student's workstation
- verifies type of software being used. e.g., PDF print jobs must be sent using an inbuilt toolbar
- interprets computer error messages if any
- works to format the document into a printable format
- assesses if document needs to be formatted for printing
- assesses if student has sufficient print credits to complete job
- demonstrates how student may view print credits
- initiates shortcuts for print credit balances
- recommends computer technical assistance if required

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

Past experience

FAQs from Information Technology

#### 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.	<p>Incumbent receives and processes serials, which are to be added to the current periodicals collection, tracks missing issues, coordinates electronic information in the SIRSI module with the EBSCO database and contacts vendors and publishers as needed to obtain missing issues and keep information up-to-date.</p> <p>Incumbent maintains the serials print collection, the SIRSI Serials module and the EBSCO database claims.</p> <ul style="list-style-type: none"> <li>-Incumbent accesses the electronic Serials reports for late issues, and cross-references it with the serials print collection.</li> <li>-Incumbent places claims electronically via the EBSCO online database, accesses reports and modifies claims as required.</li> <li>-Incumbent contacts publishers by telephone or email in regards to missing periodical issues and/or any changes related to the periodical in question.</li> <li>-Incumbent reviews data, verifies information and makes changes accordingly in the SIRSI Serials module.</li> <li>-Incumbent maintains and organizes the current periodicals print collection and the archived periodicals collection</li> </ul>
What are the organizational and/or project management skills needed to bring together and integrate this activity?	<p>Incumbent must have a thorough knowledge of the serials collection.</p> <p>Time management, organizational, communication and problem solving skills</p> <p>Detail oriented</p>
List the types of resources required to complete this task, project or activity.	<p>Knowledge of library automated system</p> <p>Knowledge of and access to the EBSCO (vendor) online system.</p> <p>Knowledge of the serial collection</p> <p>Serials invoices</p> <p>Publisher information</p>

How is/are deadline(s) determined?

New serials are received on a daily basis.  
 Serials reports are generated electronically twice a month.  
 Late claims are issued accordingly.

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 determines whether changes to information need to be made so that the information in the SIRSI Serials module and the claims made in the EBSCO online database system are compatible.  
 Incumbent determines when to contact the vendor and/or publishers based on which periodical issues are late.  
 The incumbent or librarian determine when to contact publishers when considering new periodicals for the collection.

**#2 regular & recurring**

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

Incumbent reviews Pembroke campus print periodicals Holdings to ensure consistency with record information across different systems.

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

Incumbent uses time management, organizational skills and multitasking skills.  
 Incumbent plans dedicated time to review the Pembroke campus print periodicals Holdings and updates information in the different systems as required.

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

- EBSCONET Website
- Automated library system periodicals module
- Library catalogue on the library website
- Search Publications on the library website
- Print Holdings on campus
- Excel master list of Pembroke campus print Holdings

How is/are deadline(s) determined?

Deadline is based on need for the library's system analyst to have a complete update of records at specified times.  
 Crosschecking records is also done on a regular bases throughout the year based on when changes are made by publishers.

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.

Changes to the project or activity can be determined by the librarian, by the library's system analyst or by the incumbent.  
 These changes impact clients that are searching the library website for information on periodical Holdings. If a client wants to borrow a specific issue of a journal or magazine, the Holdings information will let them know if we have a print copy of this issue based on the Holdings data.

**#3 regular & recurring**

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

Incumbent organizes a thorough review of the library collection to ensure that all titles are in proper LC classification order (shelf reading); that older, seldom-utilized books are discarded from the system (weeding / de-selection); and that titles that can be saved are sent for repair

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

Coordinates schedule with co-workers to complete project in timely and accurate fashion while maintaining regular day-to-day activities

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

- Knowledge of the collection
- Knowledge of which titles clients need and utilize
- Knowledge of Library of Congress classification system

How is/are deadline(s) determined?

- Weeding and repairing best completed prior to start of a new semester
- Shelf reading is required on a regular basis and is best completed at the end of a semester

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 determines parameters of the project. At the end of a semester, for example, incumbent may suggest a schedule for shelf-reading and repair



**Planning/Coordinating**

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

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

Incumbent recommends new titles for purchase based upon research needs of our clients (Collection Development)

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

Incumbent must plan dedicated time to review websites and catalogues, evaluate titles for the library collection and review the existing collection.  
Time management skills are needed.

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

- Access to publishing information on book titles
- Access to professional reviews on new titles
- Access to similar library collections across Ontario
- Knowledge of existing collection
- Knowledge of client/program needs

How is/are deadline(s) determined?

Deadlines are determined by Librarian at Pembroke in consultation with the Collection Development Librarian at Woodroffe.

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.

Budget deadlines and Departmental and Program needs may require immediate action or allow for timeline flexibility. The final decision for deadlines and special requests lies with the Collection Development Librarian at Woodroffe.

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

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

Incumbent works with staff members to write, review, update and revise Library Procedures.  
This project is ongoing as changes to established policies/procedures can occur regularly.

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

- Ability to co-ordinate activities to avoid duplication of effort
- Collaborate to establish timelines and divide work into manageable segments
- Arrange meetings to update partner on progress
- Divide tasks to meet deadlines
- Post changes to share drive for communication with other Library staff

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

Human Resources – Consulting with peers to confirm procedures.

Computers – to update procedures

How is/are deadline(s) determined?

Deadlines are determined in conjunction with the Librarian or manager.

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 and partner plan timeframes and consult with appropriate Library staff to ascertain if changes to procedures are required

Incumbent communicates with other staff. Their input is taken into account for any additional changes that may be required.

Both use judgement to make possible adjustments to layout.

**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 checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Incumbent provides assistance to students with using Library resources and equipment
<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.	<p>Incumbent must be able to demonstrate correct processes to students for scanning, printing, database searching, online catalogue, remote login</p> <p>Recommends course of action to clients requiring direction in research and report development.</p> <p>Recommends courses of action to librarian upon request or upon insight into a situation that needs to be brought to attention.</p> <p>As front line resource personnel, incumbent demonstrates correct processes for finding information in the Library environment, and provides ongoing individual instruction as required throughout the school year to help students develop and maintain their researching skills.</p> <p>Incumbent acts as a back-up for the Library tours when the librarian is not available to do so. The Library tour is the initial introduction to resources and their applications.</p> <p>Incumbent recommends course of action to faculty that may assist them in securing materials for future use. e.g., pre-booking of AV material</p>

The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.

The incumbent is an active participant and has ongoing involvement in the progress of others with whom the incumbent has the responsibility to demonstrate correct processes/procedures or provide direction.

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.


## 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)
<p>Incumbent performs day to day work/activities independently according to established procedures and/or by following general processes, depending on the action at hand.</p> <p>Duties are carried out with general guidance from the supervisor and co-ordinating librarians.</p> <p>Being a remote and small campus working independently is a must. Decision making, in-depth knowledge, understanding, experience and taking responsibility for all aspects of the library tech position is required, not just for specific duties and responsibilities.</p> <p>Incumbent develops processes which best assist students in their unique research needs.</p> <p>Troubleshooting computers and equipment and designing bulletin boards and signage are performed independently.</p> <p>Develop and carry out special projects independently.</p> <p>Working independently is necessary as this is a small remote campus where a wide variety of duties are performed and a wide variety of requests are received. The incumbent is part of a small team and also works alone regularly.</p>	<p>Directions are given by the librarian for special projects.</p> <p>Example: Collections development: Librarian directs incumbent to search for, evaluate and select current, relative titles which would be of value to the collections. Librarian informs incumbent of additional information to be acquired such as price, ISBNs, publishers...</p>

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)

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<p>Library manuals, policies and procedures          Experience &amp; knowledge          Past practices          Critical thinking skills          Analyses and problem solving skills          Interpersonal skills          Communications skills          Creativity          Procedure manual for automated systems</p>	<p>Collection Development Policy          Fines and Loans Policy          College Directives          Course manuals</p>
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<p>How is work reviewed or verified (e.g. feedback from others, work processes, Supervisor)?</p>	
<p>Regular and Recurring</p>	<p>Occasional (if none, please strike out this section)</p>
<p>Automated library systems are self-checking          Daily work, special projects, research etc. is verified upon completion by incumbent.          Work reviewed through discussions with the Manager          Feedback from clients</p>	<p>Some special projects are verified on completion by Librarian.</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)
Special requests for Intercampus or Interlibrary loans. Maintenance problems. Consulting with Security staff regarding library upper level noise complaints	Consulting with faculty about selection / de-selection (weeding) of library materials Consulting with staff at other campuses re ICL/ILL Consulting with the building manager regarding physical resources

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)
Dissatisfied client Changes in policy or procedures	Unprecedented situations are brought to the attention of the librarian at which point further instruction may be given Changes to established procedures Collection development Issues requiring a decision that are beyond the scope of the position

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Prioritizing day to day activities. Clarifying and interpreting requests Deciding on appropriate subject headings and searching tools, and on the type and amount of information to research Deciding on information and resources to provide to clients Determining the best means of instructing users with software and other equipment Dealing with disruptive patrons Determining whether or not to allow extensions on signed out materials or decrease fines Allowing patrons to borrow more materials than normally allowed Deciding when to allow a user to take reserve materials out of the library Allowing and requesting inter-library loans Determining when to claim missing periodicals Design of signs and bulletin board	Deciding when a question is to be referred to another department Assisting with comprehension of written materials for ESL students upon request when the Student Support Lab is closed

## 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?		
Circulation request received via in-person, telephone or online	Follow established circulation procedures. Check online catalogue, e-mail other campuses or colleges as required	Students, faculty, staff, community users, alumni	D
Software and/or technical assistance requested via in-person or telephone	Ask relevant questions to determine the nature of the request/problem. Refer to experience, past practices, software help guides, IT	Students, faculty, staff, community users, alumni	D
Reference request via in-person, telephone or online	Perform a reference interview to determine the information needed. Refer to online resources such as the catalogue, databases, web pages, past experience.	Students, faculty, staff, community users, alumni	D
Research assistance requested by patron via in-person, telephone or online	Perform a reference interview to develop an understanding of the client's needs. Develop a research plan tailored to meet the needs of the client. Research subject using experience, past practices and Library resources including but not limited to online catalogue, databases, web pages.	Students, faculty, staff, community users, alumni	D



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<p>Remote access assistance request via in-person, telephone or online</p>	<p>Ask relevant questions to determine what may be the cause of the client not being able to access the databases from home. Refer to automated library systems, past practices and experience to confirm that the client's account is activated, that the client has the correct login information, that the client is following the proper procedure to login remotely and that the client's cookies are set to allow a login window.</p> <p>Create step-by-step instructions with troubleshooting information in a handout form which can be distributed to clients.</p>	<p>Students, faculty</p>	<p>W</p>
<p>Request to place items on reserve via in-person, telephone or online</p>	<p>Ask questions to determine the specifics of the reserve (professor's name, type of reserve, course, code, time-line...)</p> <p>Follow standard procedures to place item on reserve. Enter information into the automated library system. If material belongs to professor, add a brief cataloguing record. File item on reserve shelf and inform library staff.</p>	<p>Faculty</p>	<p>M</p>

\* 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 as related to front desk issues, updates, changes	Discussions regarding current needs of patrons and daily operations Circulation desk transactions Telephone and e-mail requests	Students, faculty, staff, community users, alumni	D
Explanation and interpretation of information or ideas	Answers reference questions about how to search for specific information	Students, staff, faculty, community users, alumni	D
Imparting technical information and advice	Demonstrates the use and application of Library equipment, software and materials	Students, faculty, staff, community users, alumni	D
Instructing or training	Assists with database searches and provides instruction and tips on how to search databases more effectively.	Students, faculty, staff, community users, alumni	D
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
Keyboarding	D		*		*		
Bending	D	*			*		
Lifting	D	*			*		
Reaching	D	*			*		
Crouching & crawling under workstations to fix loose connections & plug in extension cords located under shelves. Crouching to turn on computers, empty the drop box, retrieve & reshelv books on ground level shelves, reach software on the lower back shelf, load & unload book cart, fill photocopier, collect mail.	D	*			*		
Standing	D			*		*	

\* 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)

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

Heavy (over 20 kg or 44 lbs)

Books, photocopy paper, boxes of books or shipped material, laptops, mail
Books, photocopy paper, boxes of books or shipped material, laptops, mail

**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
Periodicals management in the automated library system Serials Toolbar	<b>D</b>		* -	
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
No. Incumbent stops intermittently to provide front desk service and/or client assistance as required				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Archiving periodical issues	<b>D</b> for a period of weeks			*
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
No. Incumbent stops intermittently to provide front desk service and/or client assistance as required				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Working at the front desk service point	<b>D</b>			* -
Can concentration or focus be maintained throughout the duration of the activity? If not, why?				
No. When working with a student on a complex reference question (interchange may last 15-30 min.) and involve using multiple websites, databases and print sources the Incumbent must attempt to maintain focus on the task while trying to shutout noise from photocopier/printer alarms, overall background voice noises, and other patrons interrupting while providing service to the customer who is dealing with.				

## 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)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)	Standard library environment	D
<input type="checkbox"/> accessing crawl spaces/confined spaces		
<input checked="" type="checkbox"/> dealing with abusive people	An excessively loud, rude patron using foul language	I
<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		
<input type="checkbox"/> travel		
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

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