St. Lawrence College
Position Description Form (PDF)

Effective: March 1, 2007

Revised: May 13, 2021

Campus: **Kingston**

Incumbent's Name: **Vacant**

Position Title: **Library Technician**

Payband: **F**

Position Number: **00000435**

NOC Code: **5211**

Hours per Week: **35**

Supervisor's Name and Title: **Leigh Cunningham, Associate Director, Libraries and Student Success**

Completed by: **Leigh Cunningham**

Signatures:

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

Supervisor: _____   Date: _____

One-Over-One: _____   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 representative 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.

> Library Technicians are responsible for library services, collections, and learning spaces to support academic excellence and student engagement at St. Lawrence College. Provides frontline customer service and Library information services to faculty, students, staff, and community members including but not limited to circulation, reference, interlibrary loan, and instruction in the use of the Library collections and equipment. Responsible for: cataloguing, processing, collection maintenance; data collection and reporting using library and college systems (SIRSI and PeopleSoft Service Indicators); participation in the delivery of library orientation, tours, and workshops. Provides customer service and policy enforcement. Participates in library projects, programs, procedure development, and committee work. Incumbent must be sensitive, responsive and inclusive to the needs of all patrons as library knowledge and skills vary, and the patron population includes marginalized groups and patrons of varying ages, socioeconomic status, ethnicities and cultural identities, abilities and accessibility needs.
>
> The incumbent is responsible for tricampus leadership in one or more of the following areas: Copyright Education and digital initiatives (web development), Resources Sharing (Interlibrary loan and document delivery), serials administration, and College Archives.

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 the Time Annually*
Customer Support and Library Information Services • Provides front-line customer service and library information and reference services to library patrons including students, faculty, staff and community members including: • Answers directional inquiries and referrals to College departments and services; • Conducts Reference Interview with each patron; • Accesses and evaluates library print and online collections and materials; • Instructs and assists in the use of online research tools and library databases or other information sources (e.g. EBSCO, ProQuest, Open Access databases, ejournals, eBooks, Google Scholar, general Internet use, etc.); • Conducts individual or small group instruction in library research in-person and online using reference tools and techniques required for specific College programs, subjects or assignments; • Conducts drop-in and appointment services in library research using multiple communication channels including online appointments using video conferencing software, the library's online Chat + Text Message service, email, phone, and in-person. • Assesses patron information needs and makes appropriate referrals to other staff or service departments.	**35%**
Maintains Patron Database and Circulation Services • Provides standard library circulation services to patrons by performing lending and receiving materials, student account reconciliation for overdues/fines, processing holds, reserves/short-term loans, and intra-campus deliveries in Integrated Library System (SIRSI). • Maintains Library Service Indicators in the Student Information System (PeopleSoft) • Produces reports, both standardized and customized, from the computer system for Library staff and users; • Troubleshoots the Library's Integrated Library System (SIRSI) as needed.	**10%**
This position is responsible for leading one of the following tricampus portfolios: **Copyright Education Programming & Digital Initiatives** • Coordinates copyright education programming and services to all students and faculty tricampus. • Promotes and markets copyright strategy and compliance in accordance with established College policy and procedures. • Advises and coaches faculty and students on copyright best practices. • Investigates and refers, through a network of provincial and Canadian peers, advice and guidance on complex copyright inquiries.	**10%**

- Monitors and stays active in the copyright community via email listservs for institutional risk or revisions in policy or legislation and appropriately communicates to the Associate Director.
- Provides tricampus leadership on digital initiatives and web development such as changes to the library website, chat service, eresources access and navigation.
- Responsible for the maintenance and ongoing development of the library website including changes to html and css coding and programming.
- Liaises with the IT department, provincial consortia and vendors to trouble shoot and implement enhancements to digital library collections.
- Researches and recommends new initiatives to the Associate Director.

OR

Resources Sharing & Collections
- Provides tricampus leadership on resource sharing (Interlibrary loan and document delivery), including researching, recommending, and implementing best practices.
- Actively monitors provincial networks and collaborative partners for requests.
- Responsible for tricampus serials administration (print and online magazines and academic journals), including the ordering renewals, processing, set-up, technical support, vendor liaison, and licensing implementation for the tricampus libraries.
- Liaises with the IT department and vendors to troubleshoot complex technical access issues.
- Coordinates Intra-library loan (tri-campus lending) for Kingston Campus Library.
- Under the direction of the Associate Director, maintains College Archives, housed in the library, in accordance with College policy and procedure.
- Facilitates requests for access and retrieval of College Archives.
- Coordinates library special collections (ex. Toy Collection, Children's Collection).

Library Programming and Outreach • Participates in Student Engagement programming and events including pre-orientation programs (Smart Start) and service fairs, for all students. • Leads and/or contributes to library programs and events as assigned. • Assesses and evaluates programming and events; collects data and creates reports. • Contributes to library promotional and marketing materials including the creation of social media content and print copy. • Liaises with program and service departments on a regular basis to ensure that library services and resources are proactive and responsive to the needs of contemporary learners including but not limited to the impact of Mental Health and disabilities, Indigenous Learners, Internationalization, English Language Learners, New Canadians, racialized minorities and other marginalized or under-represented groups. • Makes recommendations to the Associate Director to support cross-departmental collaboration to support academic student success and retention.	**5%**
Library Collection Development and Program Liaison • Liaises with individual faculty and coordinators in assigned program areas to assess student academic needs and available library supports. • Creates, develops and maintains course, program, or topic-based instructional guides and learning objects, including web content, video content, tutorials and	**10%**

- interactive modules, resources lists, and how-to tools and guides (LibGuides subject guides).
- Recommends the selection and de-selection (weeding) of Library collections, including print and online materials, to ensure collections meet academic needs of all students and learning styles.
- Performs workflows in standardized library selection tools from various vendors to select print and online/eBook materials for purchase (GOBI, ProQuest LibCentral/OASIS, online publisher catalogues).
- Performs local collection technical services tasks for the campus print collection including copy and original cataloguing, processing, and repair of print materials.
- Participates in annual inventory.

Library Facilities Operations • Supervises the public space of the library and its patrons, as assigned, to ensure safety and compliance with policy, procedure, and guidelines. • Provides direction to students and all patrons. • Enforces policy, including deescalating complaints, noise, property damage, and misconduct in coordination with Security and management. • Liaises with Security, Facilities, IT, and/or Custodial Staff as needed to resolve immediate technical, safety, and cleanliness issues. • Monitors library technology, equipment, and supplies for students.	10%

Orientation and Training
• Provides Library orientation, training and instruction for groups and individuals based on level and program, in the format of appointments, workshops, and in-class sessions.
• Conducts general group tours and orientation sessions of the Library for new users.
• Under the direction of the Associate Director, provides in-classroom instruction to students to strengthen information literacy and digital fluency skills, assisting learners in research and scholarship activities as defined by the ACRL threshold concepts. Liaises with faculty and coordinators.
• Assists, oversees, and corrects bursary students, part-time support staff, replacement staff and placement students on day-to-day library workflows and procedures including:
   o Circulation functions in the Integrated Library System (SIRSI)
   o Communications procedures and problem-solving patron issues; including phone, email, chat/text message service
   o Use of library technology and resources (library website and search tools)
	15%

Professional Development • Reviews professional literature to maintain knowledge of the current trends for academic libraries. • Attends PD or training sessions as requested by the Associate Director or in consultation with the Director.	2%
Other Duties as Assigned • Represents the College to member associations, external user groups, and at CLO/OCLS meetings and events. • Represents the department on College committees and working groups	3%

• Assists in creating, administering, monitoring and assessing surveys/customer feedback tools. • Maintains accurate data collection for statistics programs pertaining to reference services, circulation and other library activities.	
	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 or equivalent   ☐ 1 year certificate or equivalent   ☒ 2 year diploma or equivalent

☐ Trade certification or equivalent   ☐ 3 year diploma/degree or equivalent   ☐ 3 year diploma / degree plus professional certification or equivalent

☐ 4 year degree or equivalent   ☐ 4 year degree plus professional certification or equivalent   ☐ Post graduate degree or (e.g. Masters) or equivalent

☐ Doctoral degree or equivalent

Field(s) of Study:

Library Technician Diploma (or equivalent)

B.   Check the box that best describes the requirement for the 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 requirements 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 requirement obtained by   course(s) of a total between 101 and 520   hours

☐ Additional courses obtained by course(s) 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 years 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 the 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   Experience in an academic library, providing front-line customer service. Experience with Integrated Library systems.

☐ Minimum of three (3) years

☐ Minimum of five (5) years

☐ Minimum of eight (8) years

3.   **Analysis and Problem Solving**

This section relates to the application of analysis and judgment 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 judgment 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.	High volume of patrons requesting assistance varying in complexity from basic research questions to peer-reviewed research studies to database searches.
How is it identified?	Patrons identify questions in person, by phone, email, text message, and online chat.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. Conducts reference interview. Through one-on-one communication with patron, clarification and limitations are investigated such as level of information required, book versus journal, currency of material and such. Understanding the information need requires complex interviewing skills.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	The search criteria is defined and assistance is provided to patron in accessing various resources. The incumbent uses expertise to recommend specific databases, search strategies, subject headings, and database functions to the patron. Guides and coaches patron through the information retrieval process, continually evaluating and checking for understanding. Demonstrates use of internet and all reference databases if necessary to patron. Follows-up with each patron to ensure student need is met. Evaluates and assesses patron interactions, debriefs with supervisor or colleagues, seeks out training and professional development resources to ensure skills are current and appropriate for college-level library research.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Library database resources such as EBSCO, ProQuest, Library Catalogue, Google Scholar, publisher platforms; past practices and incumbent knowledge and expertise of publications and collection; Library Policy Manual; student course outlines. Consultation with faculty, coordinators, colleagues.

	#2 regular & recurring
Key issue or problem encountered.	Patron misconduct in the library such as excessive noise, destruction of property, deliberate and/or repeated non-compliance with guidelines that interferes with other patrons.
How is it identified?	Escalated and/or reported by other patrons or employees. Direct observation or received communications and reports.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. Asking appropriate questions of complainant or directly communicating with the patron in question to understand the reason for misconduct.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Attempt to deescalate and control the situation; offer support and guidance to the patron; offer appropriate referrals to the patron; contact other departments or management for support as required. Document and communicate issue to manager for follow-up as needed. Assess and re-evaluate relevant policy, procedure, signage, and/or staff training to proactively prevent further issues if applicable.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Associate Director, other campus management, past practice, established college procedures and guidelines. Consultation with colleagues. Student Code of Conduct, Academic Policy, Student Rights and Responsibilities Officer, Security personnel. Liaising with Student Success Facilitator, Counselling/Wellness and Accessibility staff, Financial Aid staff, or faculty/coordinator as required.

3. Analysis and Problem Solving

	#3 regular & recurring
Key issue or problem encountered.	Library patrons, including staff, faculty, students, or community users, have difficulty operating the technology and resources in the library and require assistance. This includes, but is not limited to, computer workstations, hardware and software, printer, scanner, photocopier, file management, the internet and wifi connections, Smartboards, Microsoft products, email, SLC.ME, mobile apps, library catalogue and databases, library website.
How is it identified?	Patron approaches incumbent in-person, by email, text message, chat, or phone. Incumbent recognizes problem through observation or interaction with the patron in the library.
Is further investigation required to define the situation and/or problem? If so, describe.	Conducts reference interview and asks questions to understand information need and skill level of patron. De-escalates frustration. Reviews steps of the patron.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Reviews current state of the technology or resource; refers to past practice, established guidelines, training, and procedures. Problem solves immediately through expertise, testing and trial and error. Instructs patron and continually provides coaching and guidance, reassurance, and checks for understanding.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	How-to guides and published procedures and resource guides and documentation; referral to colleagues, IT services.

3. Analysis and Problem Solving

	#1 occasional (if none, please strike out this section)
Key issue or problem encountered.	Trouble shooting technical errors in library systems and resources, such as broken links, incorrect authentication, technical changes..
How is it identified?	Through independent project work in developing and maintaining educational and instructional guides; regular testing processes. Received communication from patrons about errors or issues. Received communications through outreach and liaison activities with faculty.
Is further investigation required to define the situation and/or problem? If so, describe.	Takes problem solving steps based on past practice such as reviewing coding/URL linking; checking for vendor outages. Communicates with Library team and/or Associate Director for complex issues.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Throughout the process, the incumbent must first identify the problem, verify the nature of the problem

	(user error or host error), notify the source of error and re-verify that the situation is corrected and resolved.
	Expertise and experience in resolving technical issues to identify pattern of errors. Ongoing analysis and testing of a range of types of resources such as streaming media, eBooks, and student information platforms.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	The incumbent uses past practices, How-to guides and published procedures and resource guides and documentation; referral to colleagues and Library Team, IT services. Vendor documentation and help desk services. Training or professional development opportunities to keep technical skills current.

3. Analysis and Problem Solving

	#2 Occasional
Key issue or problem encountered.	Retrieving materials and/or compensation from delinquent patrons for overdue materials or fines owed.
How is it identified?	It is either identified by the patron as a lost material; by staff as missing from the shelves; or through weekly generated library reports from the Integrated Library System. Receives communication from patron.
Is further investigation required to define the situation and/or problem? If so, describe.	The incumbent confirms the accuracy of the item(s) status through verifying inventory (shelf –checks) and reviewing patron account; generates notices by email to the patron regarding non-returned items; researches potential replacement costs if necessary; and contacts patron regarding issue. Documents issues in patron record.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Primarily analysis is based on review of past practices and library guidelines for routine enquiries -- in more advanced situations the incumbent identifies payment options and assesses student need and circumstantial evidence for temporary waiving of fines or determines replacement necessity and passes judgment based on publication relevancy, costs, current programming needs and budget guidelines.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Library policy and procedures, past practices are available to assist the incumbent in finding solutions. Colleagues, student services and Financial Aid staff or other appropriate college departments; Associate Director.

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.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to the position, up to two (2) examples that occur occasionally:

	#1 regular and recurring
List the project and the role of the incumbent in this activity.	Coordinating Reserve Collection (including print and online resources such as text books, journal articles, and faculty materials) and overseeing ongoing master list of all current text books held on Reserve by the library to ensure service is efficient and meets student academic need and faculty course design.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent requires skills in the coordination of resources; a high level of communication and customer service skills; administrative, budget and time management skills. Attention to detail and accuracy.
List the types of resources required to complete this task, project or activity.	Standard Office equipment; Departmental Text Books Lists; Library Catalogue; Integrated Library System (SIRSI), College Bookstore; specific standard library supplies such as labels and cases; access to financial funds for purchasing.
How is/are deadline(s) determined?	In consultation with the Associate Director or Library and Student Success Coordinator deadlines are determined by the College calendar and faculty input.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Changes to the activity such as insufficient funds to purchase texts or book availability are determined by the Manager. Faculty members may provide information which may cause changes to the activity and are provided to the incumbent as they arise.

	#2 regular & recurring
Key issue or problem encountered.	New library materials including print and electronic resources such as books/videos are received and need to be catalogued, or processed according to eresources administration workflows. All metadata in electronic MARC records needs to be reviewed and verified and errors identified.
How is it identified?	Technician reviews the MARC records on the Integrated Library System (SIRSI) system in Tech Services module. Reviews and tests access points to electronic materials in the library online systems and databases.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes. With item in hand, details are compared and checked against imported MARC record to determine inconsistencies, nonstandard entries and omissions.

Explain the analysis used to determine a solution(s) for the situation and/or problem.	Field by field MARC review to item and / or to full MARC record located on alternate system (Worldcat or Amicus)
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	SIRSI, OCLS cataloguing resources and working groups, MARC Manual, RDA Toolkit, Worldcat, EBSCOAdmin.

4. Planning/Coordinating

#3 regular and recurring

List the project and the role of the incumbent in this activity.	Coordinates and maintains the Serial/Journal Collection of print and ejournal holdings database, for tri-campus libraries, tracks invoices, budget expenditure and vendor notices and communications. .
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Skills required include data management; coordination of lists; strong communication and time management. Attention to detail in verifying complex license details and vendor invoices. Technical expertise to test and revise patron access points, authentication and login information.
List the types of resources required to complete this task, project or activity.	Access to standard office equipment, MS Excel, SIRSI system, EBSCO Admin, EBSCO Net.
How is/are deadline(s) determined?	Deadlines are determined in consultation with Associate Director, in consideration to the semester priorities, renewal and budget deadlines Changes, additions and deletions to the database are done as needed and lists updated by term.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	Changes to the activity are determined by the incumbent in consultation with the Associate Director such as if materials are missing from the database and patrons cannot access resources and new purchases to support changing or new College programs.

4. Planning/Coordinating

#1 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	The incumbent researches and identifies material relevant to the requirements of specific groups (i.e. classes, programs, faculty, etc.) in preparation for library instruction. This task is done independently as delegated by the Associate Director or in consultation with colleagues and faculty. The incumbent also performs library instruction by in-person one-on-one or group appointments, e-appointments, through chat or text service, or by email.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent requires leadership, knowledge and communication skills.
	  -Leadership in order to foster a successful learning environment.
	  -Knowledge regarding both library resources, courses offered at St. Lawrence College and an understanding

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of the needs, interests, issues and motivations of the patrons.

-Communication skills to optimize and achieve desired results.

Skills in administration and time management are also required (prioritizing, assessing, record-keeping, etc.) Advanced preparation is required in order to respond appropriately to a variety of questions and comments.

Presentation Skills required:

High level of communication and public speaking skills and organizational skills and retrieval of appropriate materials;

Exceptional ability to handle questions.

Advanced computer literacy required:

In-depth knowledge of library automation software, Libguides and social media; Standard applications software including word processing, databases, and spreadsheets; internet, E-mail, chat/text software and virtual video sharing platforms such as Microsoft Teams. Use of Smartboards for in-person instruction."

List the types of resources required to complete this task, project or activity.	Catalog and library search tools for locating information; Circulation computer; computers and printers for student use; photocopier; periodicals; newspapers; books (both Reference and regular collection); videos; libguides page; social media sites; college and online bookstores; standard library supplies. Professional literature; colleagues, Library Team. Knowledge of the American Library Association's ACRL Framework for Information Literacy. College course outlines/assignments.
How is/are deadline(s) determined?	Deadlines are agreed upon between the incumbent and the instructor. For student appointments, mutually convenient times are decided between the incumbent and the student, with attention to assignment deadlines.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The person requesting the instruction session could ask for a change in content or the incumbent might be aware of something new to be incorporated into the presentation. Consultation with and direction from the Associate Director if needed.

5. Guiding/ Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work 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
☐	☐	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	
☒	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	The incumbent provides reference information expertise to assist patrons in accessing information to meet their academic/personal deadlines.
☐	☒	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Occasionally, Library Technicians provide guidance to the part-time support staff and bursary students in execution of day-to-day activities.
☐	☒	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.	Provides leadership and shares position-based expertise with the Library Team.
☐	☐	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 this 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)
Works independently to complete daily tasks using existing guidelines and procedures, established goals, and past practice.	Direction on projects and initiatives provided by the Associate Director or Library Coordinator. New or special projects are provided with verbal and/or written instructions including suggested work methods and recommended timeframes.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Department guidelines and business plan; strategic plan; previous evaluations results; minutes and documents from meetings and committees; Past practices. The incumbent is guided by their discretion and expertise in consultation with past practice and experiences, interpretation of library procedure manuals, SIRSI manual, OCLS Policy and Standards, Library Standards, College Policy, PeopleSoft, technical guidelines, software operating manuals, and equipment maintenance service manuals are referred to as needed. Canadian Copyright Legistation and Fair Dealing policy; Intellectual Property and licensing terms; The laws of the Land eg. Freedom of Information, Protection of Privacy Act.	In-house training on databases and professional development activities. Occasionally, incumbent will check on past practices or guidelines with external contacts.

How is work reviewed or verified (e.g. Feedback from others, work processes, supervisor)?	
Regular and Recurring	Occasional (If none, please strike out this section)
Regular meetings with the Library Coordinator and Associate Director to ensure that all implemented work plans are meeting outlined expectations and goals.	Work is reviewed periodically through reporting and data analysis, departmental meetings, and checks for accuracy and completeness. Annual performance appraisal. Library Satisfaction Survey/KPI/Student Satisfaction survey.

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)
Collection development and development of resources for the academic support of students in consultation with faculty, coordinators or other service departments.	Library Policy interpretation with colleagues. Referral and awareness requires liaising with other departments and College resources to identify available support and options for students.

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)
Customer service delivery issues. Collections decisions including deselection (weeding).	Changes to services or operations. Issues that have legal or licensing implications. Attendance at library workshops.

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
Prioritizing student and faculty requests; resolving conflicts with students; weeding of general collection based on guidelines; Interlibrary loans and requests; development of subject guides and resources lists. Delivery of workshops or tours.	Exceptions to library fine policy.

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 a 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 fulfill 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?		
In-person, e-mail, phone , online chat service/text message – requests for service.	Incumbent undertakes delivery of service in manner initiated or preferred by customers – in person, by phone, email, online chat service/text message. Incumbent must ask relevant questions to determine the nature of the reference question.	Patrons (Students, Faculty, Staff, Community)	D
Information services, reference appointments and instruction – received in-person, by email, phone	The service is carried out as an in-person or online e-appointment using video conferencing software, or by in-person presentation or online presentation/webinar using video conferencing software. Incumbent may also refer to an online help guide or tutorial video to answer frequently asked questions.	Patrons (Students, Faculty, Staff, Community)	D
Interlibrary loan requests are received in person, by phone or email.	Incumbent undertakes delivery of service in manner preferred by customers – in person, by phone or written correspondence. Incumbent must ask relevant questions to determine the nature of the interlibrary loan request.	Patrons (Students, Faculty, Staff, Community) Other libraries	D

Computer and hardware (Smartboards, personal devices), Software (including mobile and web-based applications), Photocopying, scanning, Printing support is received in person, by phone, email, online chat service or text-message.	The incumbent provides the service in person or provides direction by channel initiated by the patron (email, phone) or initiates an online e-appointment using video conferencing software. Often the incumbent must ask relevant questions to determine the nature of the printing and photocopying issue and determine whether it can be corrected by the incumbent.	Patrons (Students, Faculty, Staff, Community)	D
Requests for reserve of faculty materials are received in person or in writing.	The service is carried out in manner preferred by customer – in person or written correspondence.	Faculty Staff	W
Workshop requests are received in person, by phone or email.	The incumbent conducts the library tour in person or delivers in-person during class or live online/webinar instruction using video conferencing software, in consultation with Associate Director – The incumbent must ask the requester relevant questions to ensure the appropriate material and resources are used for the orientation.	Faculty Staff	W

* 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	Verbal direction to patrons	All Patrons (Faculty/Program Coordinators, Support Staff/Service Departments, Community)	D
			D
	Provides accurate information on all services, programs and resources		D
	Answer general enquiries.		D
	Discuss activities and day-to-day operations	Departmental Staff	D
	Liaison to program faculty	Faculty/Coordinators	W
Explanation and interpretation of information or ideas.	Explains policies, procedures and services before arriving at a decision	All Patrons (Students, Faculty, Program Coordinators, Support Staff/Service Departments, Community)	D
	Explains information retrieval strategies		D
	Guides patrons through the research process		D
	Explains technical jargon and complex topics in appropriately leveled vocabulary		D
	Interprets and evaluates information in search results effectively		D
	Effectively initiates the Reference Interview, a stepped approach to ensuring accuracy and success for a library patron. Checks for understanding, rephrases, or repeats instructions.		D
	Dealing with complaints and student misconduct		D
	Reads, researches and investigates complex licensing agreements and copyright guidelines to answer questions.		I

Imparting technical information and advice	Explains, instructs or guides patron through troubleshooting or registration/login steps in the use of computer software and hardware (including mobile and web-based applications and personal devices), photocopiers, printers, scanner, SmartBoards, audio visual equipment, computer peripherals, library databases and search tools.	All Patrons (Students, Faculty, Program Coordinators, Support Staff/Service Departments, Community)	D
	Provides easy-to-understand coaching at an appropriate vocabulary.		D
	Explaining College computer systems / academic shares, Blackboard, slc.me and PeopleSoft.		D
Instructing or training	Verbal or written direction and training on library policy and procedure to student workers.	Employees (bursary students, placement students)	W
	Instructing faculty, students, community members and staff on how to use and retrieve library materials and online resources.	Patrons (Students, Faculty, Staff, Community)	D
Obtaining cooperation or consent	Incumbent is responsible for resolving potential conflicts with patrons. Incumbent must resolve conflict while being mindful of the patron' abilities, limitations, and personal backgrounds which causes differing perspectives.	Patrons (Students, Faculty, Staff, Community)	D
Negotiating			

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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, and 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
Standing	D		X		X		
Sitting	D			X	X		
Lifting and carrying	D	X				X	
Crouching, kneeling, reaching , pushing (working in awkward positions such as retrieving books from return bin, pushing book-carts, high and low shelving activities).	D (Sept – Apr) D (May-Aug)	X	X			X X	
Keyboarding	D			X	X		

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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 and 11 to 44 lbs.)

⊠ Heavy (over 20 kg. or 44 lbs.)

Mail, books, periodicals, signage, supplies
Boxed books, audio visual equipment
Occasionally, large boxes of 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 the task and the duration of the task, including breaks (e.g. up to two hrs. 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 (e.g. 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 min	Long up to 2 hrs.	Extended > 2 hrs
Creating bibliographic record using Sirsi Workflows.	W		X	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No   Focus lost due to problem solving required to assist patrons. Work is completed in common area not in private office

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Library/patron database maintenance.	W		X	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No   Focus lost due to problem solving required by other staff members. Work needing to be done in common area not in private office

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Periodical subscription renewals and invoice processing.	M		X	

Can concentration or focus be maintained throughout the duration of the activity? If not, why?
☐ Usually
☒ No   Multi-tasking in required based on current work schedule or other core duties require attention. Work needing to be done in common area not in private office

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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)*
☒ acceptable working conditions (minimal exposure to the conditions listed below	Works in an indoor and climate controlled environment with standard office technology and furniture.	D
☐ accessing crawl spaces/ confined spaces		
☒ dealing with abusive people	Verbal abuse is received from aggressive patrons who are derogatory, harassing, threatening or intimidating in speech.	W
☒ dealing with abusive people who pose a threat of physical harm	Incumbent works in a facility that is open day, evening, and weekend hours to anyone including the general public. The incumbent has dealt with patrons who are threatening to themselves, other patrons or the incumbent.	I
☐ difficult weather conditions		
☐ exposure to very high or low temperatures (e.g. freezers)		
☐ handling hazardous substances		
☒ smelly, dirty or noisy environment	Incumbent must complete work in common area. This area is not a silent area. Noise levels are attempted to be controlled; however there is constant noise from patrons, printers, photocopier, etc. Smell of printer toner, noise of printer running constantly. Book dust. Close physical interaction is required with patrons and members of the general public who present with hygiene issues and/or strong scents. Interaction with dirty public facilities including garbage, food mess, spills.	D
☐ travel		

☐ working in isolated or crowded situations		
☐ other (explain)		

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