



CUPE POSITION DESCRIPTION

WORKING TITLE: Library Technician -
User Services & Resource Sharing

DATE PREPARED: JAN 11, 2016
DATE REVISED: OCT, 2019

DEPARTMENT: Library, Teaching & Learning

POSITION STATUS: Regular Full-time

LOCATION: Cranbrook

POSITION NUMBER: 041

SUMMARY OF RESPONSIBILITIES:

Reporting to the Director, Teaching & Learning Resources, the Library Technician provides a broad range of services as part of a team committed to supporting the College's strategic vision and integrated plans. The primary focus of this position is providing support, direction and leadership in the areas of user services and overall access to library and information resources. The incumbent will be expected to support the day-to-day operations of all public facing services within the Library, including the review, maintenance and development of relevant policies and procedures related to user services and resource sharing, including managing all aspects of interlibrary loan, document delivery services and Library course reserves. Will participate in collection development as required and provide excellence in reference services through multiple modalities.

KEY DUTIES & RESPONSIBILITIES

1. User Services

- Responsible for supporting 21st century library and information services that meet the needs of students, faculty and staff across a range of disciplines, learning styles and individual needs for local and distance users and other institutions
- In coordination with the Director, Teaching and Learning Resources, leads the day-to-day operations of key public facing library services, including circulation service, interlibrary loan, document delivery services, and course reserves.
- Serves as first point of contact for users seeking problem or dispute resolution or for individuals seeking assistance with non-reference detailed inquiries
- Responsible for engaging in the review, update and/or creation of relevant policies and procedures related to user services with the goal of enhancing user experience and student success
- Provides direction and mentors colleagues in the delivery of exceptional user services and provides leadership in the development of new and innovative services and partnerships for students, faculty, staff and community members
- Liaises with faculty, staff and students, across programs, in supporting course reserves, interlibrary loan, document delivery and related user and support services

2. Resource Sharing - Interlibrary Loan & Document Delivery

- Serves as lead technician in supporting interlibrary loan and document delivery requests of students, faculty and staff and other institutions
- Works closely with Copyright technician to ensure all loaned or borrowed material receive appropriate copyright clearance
- Maintains and establishes policies and procedures for both the loaning and borrowing aspects of interlibrary loan/document delivery services as required
- Monitors status of requests and keeps clear records of all transactions
- Provide insight on local collection development needs; collects, maintains and reports ILL/Document Delivery statistics and service needs to library leadership and consortia partners

3. Resource Sharing – Course Reserves

- Coordinates, processes and catalogues course reserve materials as received, in a timely fashion, and according to library procedures and professional best practices
- Works within the Evergreen Course Reserves module to maintain up to date lists of local course reserves
- Maintains a current collection of course reserves material through regular consultation and collaboration with faculty and instructors as appropriate
- Processes materials out of the course reserves system at the end of semesters as appropriate and ensures the timely return of non-library materials to their rightful owners
- Assesses course reserves services on a regular basis to provide insight on local needs and requirements; collects, maintains and reports course reserve statistics and service needs to library leadership

4. Circulation Services

- Serves as primary backup to circulation assistant as required to maintain staffing and services
- Circulates all print and non-print resources materials to patrons on and off campus using the Evergreen circulation and booking module; supports collection and analysis of use statistics, providing reports to library leadership and consortia partners as appropriate
- Responsible for the coordination and delegation of overdue account activity.
- Responds to inquiries regarding equipment in the library or media/graphics lab.
- Provides direction, orientation, tours and guidance to library users seeking information, service support, and/or directions in person, by phone or via email

5. Promotion and Marketing

- Selects and edits documents for publication and display, applying knowledge of subject, literary expression, and presentation techniques
- Promotes the use of collections through online exhibits, publications, presentations, and other outreach activities
- In coordination with the Librarian participates in crafting and delivery of the library's social media presence, including uploading current information, promotional material and other activities as appropriate and in accordance with existing campus and divisional policies

6. Research and Information Services

- Provides research and information services for all users via face-to-face, chat, email, and/or telephone.
- Locates information by conducting searches of online catalogues, print and electronic research indexes and databases, Internet sources, and other tools such as government documents and by utilizing external resources such as interlibrary loan and document delivery

7. Collection Development

- Reviews print and electronic resources such as research databases and provides feedback, to library leadership, on the appropriateness of these resources for users; participates in decisions on subscriptions renewals based on cost/use analysis and other data driven criteria

Other Related and Reporting Duties:

- Provides back-up/relief support for various library staff as required. Provides additional service support coverage (e.g., reference desk, AskAway, etc.) as required to ensure appropriate service levels are maintained within the library
- Responsible for generating College ID/library cards for campus users.
- Shelves returned materials and engages in shelf-reading and collection maintenance as required
- May be required to attend conferences, workshops and/or through coursework as appropriate
- Participates on various library, college committees and task groups as assigned and attends training sessions offered by the Library or the College.
- Other related duties as required

DECISION MAKING

- Prioritize workload, duties and actions in a highly complex customer service environment.
- Provides recommendations to Library colleagues and leadership, on best practices in the areas of user services and resource sharing.
- Requires the ability to assess emergent situations and handle conflicting demands when exposed to difficult circumstances.

POSITION RELATED QUALIFICATIONS – EDUCATION AND EXPERIENCE

- Minimum, two (2) year Library Technician Diploma, from an ALA accredited program, or equivalent combination of education and relevant library experience
- Minimum of 2 years' work experience in library circulation and/or user services environment, preferably within an academic environment
- Knowledge of and experience using an integrated library system (ILS) including cataloguing and circulation modules.
- Knowledge of, and experience using, library discovery layers and emerging technologies; Ability to help others use these or similar systems required
- Experience working with a diverse population including students, faculty, staff, administrators and community members is preferred
- Knowledge of the MS Office Suite of software, with high proficiency in Excel and Outlook; experience helping others successfully utilized these tools a plus
- Excellent time management, multi-tasking and organizational skills
- Strong listening and analytical skills required to provide quality reference and user support services
- Good judgment, strong problem solving skills and the ability to work independently, as well as in a team setting, in a fast paced, multicultural, multi-lingual, academic environment
- Excellent customer service skills
- Ability effectively handle confidential information and sensitive situations
- Detail oriented
- May be required to work weekends or evenings

POSITION SPECIFIC WORKING CONDITIONS and ENVIRONMENT, SAFETY REQUIREMENTS

Physical and Mental Demands:

- Bending and crawling under computer desks
- Preparing library displays (carrying books, setting them up in display case)
- Continuous work on computer(s) with regular interruptions, noise and lack of privacy. Auditory and visual concentration required to conduct reference interviews & research with library users
- Lifting more than 10 kg. (i.e., equipment, books, etc.) and pushing heavy book carts (carts weighing 150+ kg.)
- Duties are performed primarily indoors
- Sitting at desk, for extended periods

Work Environment:

- Shared office/workspace, library environment with limited privacy and significant ambient noise at times
- Front-line contact with customers with potential for conflict
- Working alone in the evenings and/or on weekends as needed

Safety Requirements:

- Use of proper lifting techniques
- Understands and adheres to procedures for working alone

COLLEGE OF THE ROCKIES RECRUITMENT SPECIFICATIONS

Describe the minimum qualifications and specifications required of the position in order to perform the role competently. (The focus is on the position, not the person or their performance).

<u>ESSENTIAL</u>	<u>DESIRABLE</u>
<p>Formal Education:</p> <ul style="list-style-type: none"> • Two (2) year Library Technician Diploma from an ALA accredited program or equivalent combination of education and relevant library experience 	<ul style="list-style-type: none"> ▪ Additional formal post-secondary education in A relevant field is a plus
<p>Related Work Experience:</p> <ul style="list-style-type: none"> ▪ Minimum two (2) years' experience in a library public services setting ▪ Minimum of two (2) years' customer service experience ▪ Experience working with and using an integrated library system (ILS) ▪ Experience in providing reference & research assistance in a library setting ▪ Demonstrated knowledge of library terminology including basic understanding of library circulation and reference practices and procedures ▪ Familiarity with interlibrary loan/document delivery and course reserves services and practices 	<ul style="list-style-type: none"> ▪ Four (4) years' experience in public service capacity in an academic library setting ▪ Experience using the Evergreen (Sitka) ILS ▪ Experience with student success initiatives ▪ Experience developing innovative library services ▪ Experience working with interlibrary loan or document delivery fulfillment services ▪ Experience managing course reserves or similar services
<p>Problem Solving and Complexity:</p> <ul style="list-style-type: none"> ▪ Ability to multi-task and prioritize a variety of work demands. ▪ Ability to solve problems quickly and appropriately ▪ Knowledge of conflict resolution techniques and practices ▪ Ability to work independently in a customer service setting with little supervision 	<ul style="list-style-type: none"> ▪ Experience working in a busy environment with continual interruptions ▪ Strong research skills ▪ Conflict resolution training or experience
<p>Computers/Technology/Specialized Equipment:</p> <ul style="list-style-type: none"> ▪ Familiar with the Microsoft suite, including strong skills with Outlook and Excel ▪ Experience using basic office equipment ▪ Familiarity with technologies such as smart phones, digital cameras, tablets, laptops, scanners and their accessories 	<ul style="list-style-type: none"> ▪ Experience providing support and assistance to non-experts in the use of technologies and information seeking tools ▪ Proficiency with integrated library systems
<p>Communication and Interpersonal Skills:</p> <ul style="list-style-type: none"> ▪ Ability to work with a diverse user population ▪ Ability to communicate effectively both verbally and in writing ▪ Excellent customer services skills ▪ Ability to work as a team member 	<ul style="list-style-type: none"> ▪ Demonstrated interest and capability for public speaking and group presentations

REVIEWS and APPROVALS

EMPLOYEE SIGNATURE:	DATE:
MANAGER/SUPERVISOR SIGNATURE (APPROVAL):	DATE:

