

Nipissing University

JOB DESCRIPTION

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| JOB TITLE: | Part-time Library Technician (8 month, 10 month, 12 month) |
| DEPARTMENT: | Harris Learning Library |
| JOB CLASSIFICATION: | Library Technician B |
| WAGE GRADE: | 40 |
| EMPLOYMENT DEFINITION (STATUS): | Part-time up to 24 hrs/week, days, evenings and weekends |
| SUPERVISOR: | Manager, Archives and Access Services |

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Archives and Access Services, the Library Technician advances and enriches the library user experience by providing guidance and assistance to faculty, students and staff of Nipissing University and Canadore College and the community. Responsibilities include assisting library users with circulation services, access to information resources, guidance with information searching and effective search strategies, conducting library orientation sessions and may include provision of introductory information literacy instruction sessions.

Duties also include responding to telephone and email inquiries, patron library account registration, collecting fines, handling and securing cash, shelf reading, shelving books, displays, opening and closing procedures, assisting patrons in the use of printers and photocopiers, and other duties as library priorities change. The Library Technician may participate in library working groups. Works in consultation and collaboration with library staff, librarians, Manager, Archives and Access Services and Executive Director, Library Services.

DUTIES AND RESPONSIBILITIES:

Library Service Desk

(70%)

- Conduct reference interviews in person, phone or email to provide assistance and instructive guidance to library users about library services and access to information resources
- Guide and instruct patrons in the use of the library catalogue, databases and discovery layer for information searching and to access information resources
- Instructive guidance to help patrons learn and develop effective search strategies as well as effective assessment and evaluation of resources retrieved during searching
- Conduct library orientation sessions that familiarize patrons with the layout and services of the library
- Provide introductory information literacy sessions; customize sessions to academic level and discipline/subject if required
- Process outgoing and incoming materials, including books from the general collection, books and articles from the reserve collection, audio-visual and any other materials
- Process library account registrations, assist patrons with holds, requests, and recalls
- Accept/process payments for late fees, lost and damaged materials
- Assist patrons with printers, copiers, and Cash Card Manger Units; basic troubleshooting if needed
- Advise/explain library procedures and practices to patrons
- Assistance with promotional activities such as library displays
- Collaborate and consult with library staff and librarians when and as needed; refer patron queries when and as appropriate

General Operational Duties

(30%)

- Opening and closing procedures
- Handle money
- Collection maintenance when required: shelve materials, collect materials left around the library for re-shelving, shelf-read, process new materials
- Assist with deaccessioning library materials
- Supply and troubleshoot for microform printers, correcting minor mechanical problems
- Assist with projects related to the maintenance of the collection, such as promotional activities
- Participate, when and if necessary, on working groups for projects and activities

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education:

- Library Technician diploma from a recognized program and one year of directly related library experience; or
- College diploma and two years of directly related library experience, preferably in an academic library; or
- Undergraduate degree and two years of directly related library experience, preferably in an academic library

Training and/or experience may be substituted for formal academic training at the discretion of the University.

Training, Experience, Knowledge & Skills Required:

- Training and demonstrated experience with the provision of circulation and reference services, library orientation and instruction sessions
- Training, experience and familiarity with library information resources and collections
- Training, experience and familiarity with Integrated Library Systems and other library-related software applications, preferably in an academic library
- Foundational knowledge of library principles and practices, Intellectual Freedom, ethics, privacy and confidentiality
- Demonstrated ability to conduct reference interviews and provide assistance for library users with various and diverse academic levels
- Broad general knowledge to understand patrons' needs and provide assistance
- Strong analytical and problem solving skills with ability to implement course of action or make recommendations within scope of the position
- Ability to apply good judgment and decision-making skills to implement course of action or make recommendations within scope of the position
- Effective interpersonal skills
- Strong and effective written and oral communication skills
- Attention to detail
- Commitment to customer service standards
- Ability to work as part of a team and independently with little supervision
- Ability to manage time and work under pressure in a changing environment
- Familiarity with ACRL standards/framework (provision of Reference Services, Information Literacy and Instruction), considered an asset
- Basic troubleshooting skills with photocopiers, printers, scanners, microfilm printers and computers

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Archives and Access Services

Internal Contacts: Faculty, staff, and students

External Contacts:

- Canadore College
- Community members

MATERIALS UTILIZED:

- Library collection
- Computers and laptops, printers, photocopiers, fax machine, telephone, projector
- Microform reader/printers
- Cash card manager, cash register

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Visual and mental concentration
- Moderate physical effort; frequent change from sitting to standing to walking, and some stooping, bending, carrying, stretching, lifting and climbing
- Push and pull full trolleys of books
- Pleasant surroundings; public area; shared open office space
- The work location is Harris Learning Library / Commerce Court campus
- Flexibility is necessary in order to meet operational requirements
- Weeknight and weekend hours are required

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (Please Print)

Employee Signature

Date

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Approvals

Supervisor

Date

Assistant VP, Human Resources & Equity, Diversity & Inclusion

Date