

Position Description

A. Information:

Position Title:	Library Assistant (c)
Position #:	LIBR 68/71/75/78/79/83/84/87/89 - Generic
Category:	Library Assistant (c)
Derived From:	Library Assistant (c)
Division/Department:	Library Services
Reports to:	Supervisor, Circulation - Library Technician (c)
Positions Supervised:	None, may be required to show others how to perform tasks or duties
Affiliation:	CUPE, Local 15 – VMECW
Pay Grade:	18
Date Prepared:	November 28, 2007 (revised May 26, 2010)

B. Position Summary:

Reporting to the Supervisor, Circulation, this position carries out circulation duties, processes periodicals and returned materials, and provides support to various areas of the Library such as reserves, media, reference support, and technical services. The position opens and closes the Library, monitors security and performs other related duties as required.

C. Duties & Responsibilities:

1. Position performs circulation duties in support of the Library's public service operations:

Circulation Duties (50%)

- Working at the circulation desk, charges and discharges print and non-print materials using an automated circulation system according to established procedures.
- Answers user inquiries regarding availability of specific items, items currently checked out, status of placed holds and status of specific collection materials following established guidelines.
- Answers directional questions in person and by telephone and directs the inquiry to the appropriate staff member or takes a message. Non-routine questions are referred to the Supervisor, Circulation.
- Registers new users (e.g. students, staff, community and reciprocal borrowers) into the automated circulation system following established policies and procedures. Updates existing user records, as needed.
- Explains routine procedures and functions of the Library to users.
- Maintains and demonstrates peripheral equipment upon request (e.g. photocopiers, film reader, multimedia equipment).
- Conducts head counts in all areas of Library for statistical collection.
- Performs renewals, holds, traces and updates status of items claimed, returned or lost.
- Identifies, prepares and accurately distributes holds and interlibrary loan materials.
- Runs end of term reports to identify outstanding items or fines over \$10, places appropriate blocks on transcripts or student records, and notifies patrons of outstanding fines or items. Removes and updates blocks upon return of items or payment of fines.
- Receives payments for basic/undisputed fines, collects cash, sells copycards to students, and operates cash register following established policies and procedures.
- Participates in the development of Circulation procedures.
- Assists in maintaining the Circulation Procedures Manual.

Position Title: Library Assistant (C)
Position #: LIBR 68/71/75/78/79/83/84/87/89
Page 2

Processing Returned Materials (20%)

- Checks in returned books and library materials and updates in the automated circulation system.
 - Sensitizes and sorts items by call number order on sorting shelves.
 - Loads books and other materials onto book trucks and re-shelves materials. Shelf-reads library materials by reading and correcting order of materials on shelves and straightening library materials as necessary.
- 2. Assists in providing support in Media circulation duties (5%):**
- Assists patrons in filling out video/film booking forms and informs them of booking policies and procedures.
 - Enters booking requests of Langara media items into automated circulation system and sends confirmation notices to patrons.
 - Processes booking requests of Langara media items each evening and charges out items to appropriate patrons each morning.
 - Assists patrons with the use of audiovisual equipment.
 - Troubleshoots equipment problems and refers appropriately to Instructional Media Services.
 - Contacts patrons as necessary to return overdue or missing media items.
 - Compiles statistics for booking requests and over the counter check-outs of media items.
- 3. Performs facilities and security related duties (5%):**
- Opens and closes Library facilities, ensures security of the premises by logging public access and circulation terminals on/off, locks/unlocks doors, locks/unlocks safe, and turns on/off equipment.
 - Monitors security gate and responds to electronic alarm sounded when materials are removed without using appropriate checkout procedures.
 - Responds to emergencies, specifically fire alarms and security issues according to established procedures and guidelines.
- 4. The following support duties are rotated among the Library Assistants and the allocation of duties may vary (20%):**

Periodicals Duties

- Processes periodicals including tattle-taping, labeling, stamping, and repairing as required.
- Maintains periodicals by adding and labeling recently received issues to the collection, tidying the shelving, and removing and determining older issues for archiving.
- Updates and maintains loose-leaf publications.
- Mends periodicals where possible or consults with the Supervisor about a replacement copy.
- Maintains computer-based periodical usage statistics.
- Routes new issues of routed periodical to the appropriate patron; charging item to the patron then discharging upon return of periodical. Maintains the routing lists.
- Photocopies content pages of non-routed periodicals and sends to recipient.
- Labels and add new pamphlet boxes as necessary.

Reserve Duties

- Assists patrons in locating specific Reserve items in the Open Reserve area.
- Receives Reserve materials and lists of requested reserve materials from faculty, librarians, or from the current term textbook list.
- Adds and removes Reserve records into the Millennium Library System following established policies and procedures.
- Searches licensed bibliographic databases to create links for electronic reserve articles and maintains the links for current information and accuracy.
- Maintains an electronic tracking system to add or remove "media" Reserve items as requested by faculty.
- Liaises with faculty and librarians on the availability and conditions of current materials in the Reserve collection.

Reference Support

- Conducts title searches in bibliographic databases as requested by librarians.
- Processes, maintains, and retrieves student marks and assists with surveys and statistical reports for the Library's instructional program.

Position Title: Library Assistant (C)
 Position #: LIBR 68/71/75/78/79/83/84/87/89
 Page 3

Library Technical Services Support

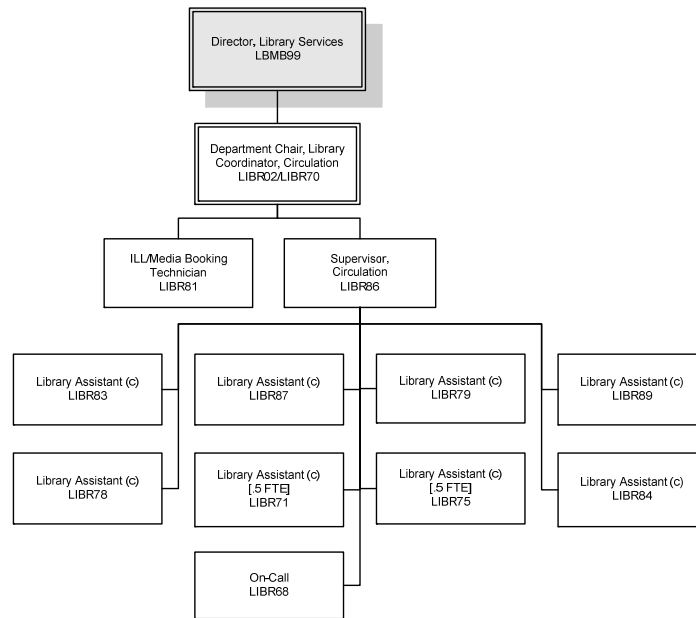
- Processes status of new books to prepare for patron borrowing.
- Selects new books for new book display.
- Processes outdated editions of titles for withdrawal by Technical Services.
- Reports any processing errors to Technical Services.

Library Operations Support

- Provides back-up coverage to duties relating to interlibrary loan, periodical processing, and mail delivery and retrieval.
- Creates informational, directional and instructional signage as needed.
- Inspects all film for damage as they are returned from being viewed or borrowed and cleans them appropriately. Prepare damage reports and sends reports to Media Librarian.
- Maintains and updates an electronic blog to communicate news, policy and procedures information within the area and with other functional areas in the Library.
- Participates on relevant Library committees providing input and performing tasks as assigned.

Performs other related duties in scope and complexity

D. Organizational Chart:



E. Qualifications Required:

Education & Experience

- Completion of 2 year Library Technician diploma program.
- 9 months related library experience.
- An equivalent combination of education and experience may be considered.
- Knowledge of an automated library system, preferably Millennium an asset.
- Previous experience with audio-visual equipment, media, computer applications and periodicals an asset.
- Experience performing bibliographic searching, preferably in a college or university setting.

Skills & Abilities

- Proven ability to maintain accuracy and pay close attention to detail.
- Knowledge of standard library organization, policies, regulations and procedures.
- Sound knowledge of business English, punctuation and spelling.
- Strong clerical aptitude, including good keyboarding skills with a minimum of 40 wpm.

Position Title: Library Assistant (C)
Position #: LIBR 68/71/75/78/79/83/84/87/89
Page 4

- Excellent telephone etiquette.
- Effective communication skills.
- Ability to maintain effective working relationships with faculty, staff and co-workers and to deal patiently, tactfully and effectively with students and other library users.
- Ability to lift and shelf books, move book trucks and stand at the circulation counter for several hours at a time.

F. Supervisor's Approval:

I agree that the above accurately describes the duties and responsibilities of this position.

Signature: _____
(Supervisor/Administrator of position)

Date: _____

G. Human Resources Approval:

Signature: _____
(Human Resources Compensation Analyst)

Date: _____

POSITION # LIBR 68, 71, 75, 78, 79, 83, 84, 87, 89