

## Support Job Position Description

### Section I: Position information

Effective date	2025-07-22	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Library Assistant, Learning and Research Services		
Position number	999494		
Classification level	Range 1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Athabasca, AB, Main campus		
Department	Library and Scholarly Resources		
Reports to	Managing Librarian, Information Services		

#### Position summary

Briefly describe the main purpose(s) of the position.

The Library Assistant, Learning and Research Services is an essential position in the circulation services of the AU Library with the following responsibilities:

- Provides direct service at the Library Information Desk, responding to patron inquiries and requests for assistance.
- Manages overdue materials and patron records in the Library.
- Assists with projects related to the development and maintenance of the AU Library information portal and with the creation of instructional tutorials and resources.
- Compiles statistics respecting activity at the Library Information Desk.

This position works closely with other staff and functions at AU Library so that the information needs of AU faculty, staff, and students are met in the most meaningful, expedient, and efficient manner.

#### Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

##### Front Desk Circulation Lead

- Monitors overdue Library materials and holds reports and contacts patrons as required.
- Communicates with patrons and AU Financial Services about outstanding and recalled items.
- Places blocks on accounts of invoiced students in both the library system and the student information system where appropriate.
- Evaluates the usability of returned Library materials, invoicing, repairing, and replacing as needed.
- Assesses missing items and notifies senior staff about the need for replacement items or additional copies.
- Assists in establishing and revising policies and procedures related to overdue materials and invoicing processes.
- Oversees maintenance and updating of patron accounts.
- Creates new accounts and establishes procedures.
- Manages daily patron load from the student information system.
- Liaises with necessary internal and external staff about library patron account management.
- Trains new staff on these procedures and creates and updates training materials.

## Library Information Desk Services

- Provides direct service at the Library Information Desk, interpreting and responding to inquiries from students, faculty, staff, and the general public via walk-ins, telephone, email, and chat services.
- Triage, prioritizes, and responds to queries within the library's student relationship management system.
- Provides circulation support, including shelving.
- Monitor's library email filters and folders for undeliverable and valid requests in spam.
- Provides instruction and orientation to students in the use of the library's resources, including the catalogue, discovery services, databases, and ebook collections, and the location of any other additional materials.
- Collects and maintains Library Information Desk statistics. Informs processes for collecting data from the library's call tracking system and provides reports and data from the system as needed.
- Serves on library teams and working groups when appropriate, to contribute to the improvement and growth of library services.

## Other

- Serves as back up for mailroom support, including updating shipping systems, arranging supply fulfillment, and troubleshooting mail issues.
- Provides support for Interlibrary Loans as necessary.
- Assists instruction librarians with development and updates to instructional resources.
- Assists with the creation and maintenance of staff training documentation for the Library Information Desk procedures.
- May be required to serve on project teams.
- Other duties as assigned.

## Occupational health and safety

### Employees:

Responsible to participate in the AU OHS program as required.

### Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

## *Classification factors*

### Context and complexity

- This position requires a full range of library skills including detailed knowledge of library databases and searching techniques.
- The position requires excellent communication and patron service skills and strong problem-solving skills.
- Service at the Library Information Desk demands full understanding and detailed knowledge of the library's collections, and other online resources. The incumbent must be capable of communicating effectively with internal and external patrons of varying levels of library experience and computing ability. The incumbent will be required to assist patrons with technical problems, and research questions when serving on the Library Information Desk.

- Accuracy, efficiency, and strong time management skills are essential.
- Detailed knowledge of circulation procedures is essential and familiarity with interlibrary loans procedures is required.
- As this position has primary responsibility for overdue materials, finance notices and patron blocks, accuracy and attention to detail is essential. A patron block must be entered accurately and appropriately as this block will prevent a student from accessing services from AU until the materials are returned or funds collected by Finance. The incumbent is required to have a thorough understanding of the library's overdue policy and procedures and to be familiar with Financial Services processes which affect this work.
- Collecting and maintaining statistics, as well as informing processes for gathering relevant data from the library's call tracking system, requires the incumbent to view the larger picture of public services operations in the library. When new reports are being created, the incumbent assists in analyzing the data generated to determine if it provides the needed information.
- As the lead on the circulation module in Sierra, this position requires advanced understanding of patron accounts and strong communication to liaise with internal and external stakeholders where necessary.
- Accuracy and attention to detail are essential across all aspects of the position.

### Work problems

- It is essential that the incumbent keep up to date with new online library resources and Information desk policies and procedures to provide timely and accurate service to patrons.
- The incumbent must be able to analyze an information request and determine appropriate action (i.e., should it be referred, necessary actions, etc.)
- Interfaces of library databases and systems change frequently, requiring the incumbent to be adaptable and learn new interfaces as required.
- Frequent interruptions due to the nature of activity at the Library Information Desk require the incumbent to be able to independently organize their workflow and manage time to ensure that daily tasks are completed.
- High-level problem-solving skills are required for taking statistics, navigating, and managing the Sierra circulation module, patron accounts, and overdues.
- The incumbent must approach all aspects of their work with tact and confidentiality.
- In contacting patrons who have outstanding items, the incumbent exercises independent judgment in appropriately entering blocks on accounts and initiating invoicing.

### Authority

- The incumbent works independently, making decisions about day-to-day aspects of the position, and using initiative to solve problems. The incumbent uses judgment as to when to refer problems to the supervisor. Work is reviewed occasionally, to confirm the results are appropriate.
- The incumbent uses judgment in working with the circulation module of Sierra and at the information desk, requesting assistance or referring queries as necessary.
- A high degree of accuracy is essential in performing all duties required of the position, as errors can have a negative impact on the success of students, and the reputation of the department.
- This position is expected to function independently and organize work so that tasks are completed in a timely fashion. This person has primary responsibility for handling overdue library materials.
- The incumbent works with confidential information daily and must abide by the policies and procedures associated with access to this information.
- The position assists with training support staff and summer students as needed.

### Contacts and communications

- This position interacts with the full range of library users including students, University staff, faculty, and tutors, as well as community borrowers, when providing service on the information desk.
- Excellent interpersonal and communication skills, and broad knowledge of the University, are required as this position deals regularly with a wide range of people. Tact and diplomacy are essential in ensuring that quality service is maintained.
- This position confers regularly with library staff at all levels and is responsible for maintaining patron accounts and overdue fees that will affect use of the library and collection.
- The incumbent also works closely with staff in Financial Services in processing invoices.

### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

#### Education and Experience:

- The incumbent will hold a two-year library technician diploma and have five years experience working in an academic library. An equivalent combination of education and experience may be considered.
- An undergraduate degree in humanities or another field that involves library research is considered an asset
- Experience using library automated systems and computer applications such as word processing and spreadsheet programs is required.
- Demonstrated work experience using library databases and strong searching skills are essential.
- Exceptional searching skills and knowledge of a wide variety of online databases is required.
- Experience with student information systems and with software used in developing library tutorials and the maintenance of websites is desirable.
- A working knowledge of the creation of invoices and financial processes is highly desirable.

#### Skills:

- Excellent interpersonal skills, oral, and written communication skills are required.
- The incumbent must be able to apply creative problem-solving skills to daily and project work.
- The ability to interpret diverse information needs and an understanding of searching and researching processes is essential.

- This position requires a high degree of organizational skills and the ability to set priorities and meet them.
- Demonstrated experience with Microsoft Office and Sierra or other library system is an asset.
- Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.

OBJ

*Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.