



SEIU CLASS SPECIFICATIONS

CLASSIFICATION Library Support **GRADE** 2 **DATE ISSUED** 28 February 2007

FUNCTION

- under minimal supervision, in a complex technical environment, carry out duties with a great degree of independence within their areas of expertise, and where applicable, prioritizing the work of hourly paid staff
- regularly make decisions and resolve problems according to options provided in Library procedures or other resources made available, referring recommendations and problems beyond their expertise or jurisdiction to the team or unit leader
- the utmost accuracy, discretion, initiative and judgment are required

LEVEL OF FORMAL EDUCATION

- Library Technician Diploma required

EXPERIENCE

- 2-5 years of directly related experience

SKILLS AND ABILITIES

- basic library, computer, accounting and record keeping skills
- keyboarding proficiency with accuracy
- knowledge of University and library policies and procedures and ability to adapt procedures to accomplish assigned task
- proficiency in Microsoft applications, e.g., MOS certification
- experience in providing quality front-line client service with the ability to prioritize a high volume of inquiries
- competency in cash management and reconciliation
- ability to work independently, prioritize own work and problem solve
- ability to provide direction to others
- ability to function effectively in a team environment
- effective oral and written communication skills with the ability to establish and maintain good working relationships with employees of the University, students, and the public
- proficiency in operating standard office equipment required for the position
- bilingual communication skills an asset

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

- may assign, check and maintain flow of work to casual and student staff within department and may have the responsibility to train such staff; may be involved in the hiring process of student staff; may submit hourly wage reports in absence of coordinator
- as a contributing member of a unit, attend meetings, taking minutes as required, and recommend improvements in work methods, policies, and procedures

- provide front-line client service, e.g., public equipment, public tours, respond to queries, provide information to users, ASIN cards, resolve conflicts, charging and renewing materials, and handling reserve and overdue materials
- initiate, maintain and update records and files of a confidential nature on an independent basis, e.g., patron records, bibliographic records, financial files, and prepare information to be sent to the National Library of Canada
- compose routine correspondence; receive, open and sort mail; answer telephone inquiries
- may be required to collect and receipt for large amounts of case, verify and prepare deposits/reports and maintain records
- carry out independent data collection and analysis for draft reports to be used internally and externally
- operate and maintain a variety of standard office equipment as required and maintain supplies inventory
- search, order, process, repair, and receive library materials; prepare materials for shipment
- catalogue and classify library materials; create temporary cataloguing records in automated library system
- open or close the library building; monitor premises for health & safety issues
- process payable invoices and initiate invoices for revenue
- provide background information for budget preparations
- shelve materials (may delegate to hourly wage staff)
- perform other duties as required

INITIATIVE AND INDEPENDENCE OF ACTION

- organize workload on a priority basis and exercise independent judgment, initiative, discretion and resourcefulness in responding to client inquiries and resolving problems within predetermined parameters as defined by the coordinator/manager
- may be responsible for relieving supervisor of administrative tasks in several areas, e.g., payroll time sheets
- unusual and difficult problems/inquiries are referred to a supervisor for a decision

IMPACT OF ERRORS

- errors probably detected in the work unit in which they occur; if not detected, could cause serious embarrassment in public or employee relations or monetary loss
- may require the work of others to trace and make necessary corrections
- may cause inaccuracies in reports and records
- may delay related operations

WORKING WITH OTHERS

- requires regular contact, involvement, and cooperation with senior personnel or organizations from within or outside the University
- first line contact for general information, refer to others as appropriate