

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Library Technician– Access Services
DEPARTMENT:	Harris Learning Library
JOB CLASSIFICATION:	Library Technician
WAGE GRADE:	40
EMPLOYMENT DEFINITION (STATUS):	Full time support
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 library services, access to information resources, guidance with information searching and effective search strategies, conducting library orientation sessions and provision of introductory information literacy instruction sessions. The Library Technician will assist with and collaborate on library promotion and marketing activities, events, support maintenance of the online library presence (websites and social media), work as part of library team overseeing the development and maintenance of LibGuides. Additional duties include support the ongoing maintenance of the ExLibris Alma / Primo environment and back up support for Resource Sharing.

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. May participate on 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

(30%)

- 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 information searching and evaluation techniques using the public search interface, databases and other available library or public information resources
- Assist with training and mentorship of new employees
- Collaborate and assist with planning and conducting library marketing and promotional activities, events such as library displays, promotional videos, social media posts, and related projects
- 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
- Collaborate and consult with library staff and librarians when and as needed; refer patron queries when and as appropriate

Information Literacy and Instruction

(30%)

- Work as part of the Library Instruction Team to plan and conduct introductory information literacy sessions; customize sessions appropriate to the academic level and discipline/subject
- 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
- Collaborate and assist with planning and creating instructional video tutorials
- Collaborate with staff team responsible for creation of LibGuides / Resource Guides

Library Access Services

(30%)

- Support maintenance of library online presence in websites and social media
- Assist with and collaborate on library promotion and marketing activities
- Support administration of Alma / Primo Library Systems Platform environment
- Acquire / maintain ExLibris Alma / Primo certification
- Open vendor and UTS support tickets as required
- Complete invoicing workflows in Alma and ensure orders for library resources are properly invoiced and expended from appropriate funds
- Provide backup support for resource sharing (ie: Resource Sharing Technician)

General Operational Duties

(10%)

- 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
- 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
- Demonstrated ability to quickly learn and assist others in learning new software and applications
- 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 may be 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