

YORK UNIVERSITY
DEPARTMENT OF HUMAN RESOURCES

JOB POSTING - YUSA

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| JOB TITLE: Reference/Circulation Assistant, Markham | JOB CODE: 956374 |
| DEPARTMENT/FACULTY: Curriculum and Course Support | SALARY BAND: 10 |

JOB PURPOSE:

The Reference/Circulation Assistant role is responsible for providing library users with a broad range of information and assisting with reference inquiry services by in-person, email, telephone and through the library's virtual service. The role provides a range of circulation services to library users including the lending of basic digital equipment. The role processes materials for course reserves and performs collection maintenance and support functions for the Markham library.

MAJOR AREAS OF RESPONSIBILITY:

1. Reference and Circulation Duties

Percentage of time: 65%

- A. Performs circulation duties (in accordance with standard operating procedures) including loans, renewals and returns of library materials. Processes requests for items and pick up in the book lockers. Issues library cards, and processes fine payments.
- B. Clarifies and/or checks the status of items in book lockers, on loan, in library holdings. Responds to accounts inquiries, charges, holds and requests.
- C. Explains the Libraries' Lending Code, borrowing privileges and other related policies and procedures and provides instructions to library users on the completion of forms required to facilitate services such requests, fine petitions and course reserves.
- D. Loans basic digital equipment, checks equipment for parts and damage on return and demonstrates basic use of equipment, as required. Informs users of policies related to equipment loans and answers user inquiries.
- E. Answers general and directional questions about library services, policies and procedures in person, by telephone, email or through the library's virtual service . Maintains in-depth knowledge of the York University Libraries' organization, its branches, departments, policies and services. Maintains general knowledge of other relevant services and resources on campus.
- F. Assists library users with their research needs across all subject areas in-person, by email, phone, or virtual chat. Conducts interviews to assess users research needs and the research already performed, interprets topics, provides guidance on narrowing or broadening topics as appropriate, and identifies alternative terms and language.
- G. Recommends tools and databases appropriate to the user to meet their needs. Instructs users on conducting general and targeted searches using the specialized databases and other library tools.

Identifies potential challenges in their research and provides guidance on potential solutions. Refers complex questions requiring in-depth knowledge or subject matter expertise to the appropriate librarian or archivist.

- H. Instructs library users in the evaluation, use, and interpretation of information resources. Advises users on academic integrity and instruction on citation rules and styles.
- I. Assists with drafting and designing communications for key user groups for the Teaching & Learning Division and the Markham Library, using various applications to update and maintain web pages, library FAQs, and library subject guides. Prepares print and digital signage and promotional materials, including social media content and creates both physical and virtual resource displays.
- J. As requested by the Manager, participates in library tours, orientations and student engagement events.
- K. Performs bibliographic searching and confirms library holdings in Omni and other databases as requested.
- L. Performs basic troubleshooting of library equipment such as printers, workstations, book lockers and self-check-out machines. Arranges for service requests with the appropriate departments, as needed.
- M. Records reference, circulation and library use statistical information. Under the direction of the Manager participates in assessment activities such as helping with focus groups, compiling and analyzing survey responses.
- N. Opens and closes library, as required.

Contacts: Library staff, faculty, students, general public

Reason for Contact: Provides circulation services and responds to reference inquiries, provides direction in the use of library services, resources, and equipment.

2. Reserve Duties

Percentage of time: 15%

- A. Under the direction of the Circulation Coordinator, communicates with course directors and departments regarding the ordering, organization and use of course materials.
- B. Conducts searches for print and online titles which are requested by instructors for course reserve; retrieves materials from regular stack collections.
- C. Creates, edits, and removes course reserve records and assigns reserve loan periods. Maintains reserve collection records in the Library system (Alma).
- D. Updates and maintains reserves database and refers requests for titles to be purchased.
- E. Assists in preparing new digital equipment for the reserves collection.

Contacts: Students, faculty, staff

Reason for Contact: To provide access to reserve collection for faculty and students

3. Collection Maintenance and Support
Percentage of time: 15%

- A. Retrieves and processes materials for the book lockers, hold shelves, the Automated Fulfillment Network (AFN), resource sharing and digitization requests.
- B. Shelves items and performs stack maintenance duties including shelf-reading, shifting, searching for missing items, weeding, inventorying, handling of damaged materials and label repairs.
- C. Participates in collection support tasks such as processing new materials and preparing materials for binding.
- D. Keeps collection maintenance statistics and records.

Contacts: Library staff, faculty, students, staff at AFN libraries

Reason for Contact: To ensure efficient and accurate processing and maintenance of library collections.

4. Other duties as assigned
Percentage of time: 5%

COMMUNICATIONS:

| | English |
|---|-------------------------------------|
| Basic reading skills (e.g., scanning text, reading forms, etc.) | <input checked="" type="checkbox"/> |
| Basic writing skills (e.g., writing brief notes, completing forms, etc.) | <input checked="" type="checkbox"/> |
| Basic speaking skills (e.g., asking & answering simple or repetitive questions, etc.) | <input checked="" type="checkbox"/> |
| Comprehends written material (e.g., extracting information/details, reading reports/correspondence, etc.) | <input checked="" type="checkbox"/> |
| Writes non-complex documents (e.g., composing factual information/short routine correspondence, taking minutes, etc.) | <input checked="" type="checkbox"/> |
| Sustains conversation on specific topics (e.g., explains standard policies/procedures/services, etc.) | <input checked="" type="checkbox"/> |

PHYSICAL & SENSORY DEMANDS/ENVIRONMENTAL CONDITIONS:

| | | | |
|---|-----|--|-----|
| <input checked="" type="checkbox"/> VDT Use | 40% | <input checked="" type="checkbox"/> Bending | 10% |
| <input checked="" type="checkbox"/> Prolonged visual attention | 40% | <input checked="" type="checkbox"/> Walking/mobility | 10% |
| <input checked="" type="checkbox"/> Prolonged audio attention | 30% | <input checked="" type="checkbox"/> Verbally abusive | 2% |
| <input checked="" type="checkbox"/> Hand/finger dexterity | 35% | | |
| <input checked="" type="checkbox"/> Prolonged sitting | 35% | | |
| <input checked="" type="checkbox"/> Prolonged standing | 15% | | |
| <input checked="" type="checkbox"/> Lifting and/or carrying (approx. 10 lbs/ kg) | 10% | | |

RESPONSIBILITY FOR OTHERS:

| | Casuals |
|---|---------|
| <input checked="" type="checkbox"/> Gives direction or instructions | #4 |

QUALIFICATIONS:

Minimum level of formal education required:

University degree or an equivalent of 4 years recent experience (defined as within the last five years) working at York University and performing the same or similar tasks. This education equivalency is in addition to the experiential requirements outlined below.

A Library Technician Diploma is considered an asset.

Minimum number of years and type of relevant work experience required:

Two years' experience in providing related front-line public service in a reference environment or in another high-volume area public service area. Online database searching experience required. Some academic research experience preferred.

Skill(s) required:

- Knowledge of post-secondary library databases and academic bibliographic searching tools
- Knowledge of an on-line records system required
- Demonstrated ability to maintain accurate records and work with data to compile reports, working accurately with figures
- Demonstrated ability to answer academic subject related inquiries clearly and concisely, specifically in a reference-oriented environment
- Demonstrated ability to collaborate and work in a team, and ability to work independently,
- Ability to work effectively under pressure of changing priorities and high volume and to deal courteously and effectively with people
- Effective interpersonal skills and ability to develop and maintain effective working relationships across relevant areas of the university
- Effective oral and written communication skills, including good presentation skills
- Effective organizational skills including setting priorities, and multi-tasking
- Problem solving skills and good judgement

Technical

- Intermediate skill level of Microsoft Office, Word, Excel and Power Point for word processing, spreadsheet use, and preparing presentations
- Knowledge and experience using web applications to create and maintain web pages]

Please note: This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

JOB SPECIFICATIONS:

Hours of work:

Position 1: Sun 12:30pm – 8:30pm, Mon – Tues 11:30am – 7:30pm, Wed – Thurs 7:30am – 3:30pm

Summer: Sun 12:30pm – 8:30pm, Mon – Thurs 9am – 5pm

Position 2: Tues 7:30am – 3:30pm, Wed - Thurs 11:30am – 7:30pm, Fri 8:30am – 4:30pm, Sat 10:30am – 6:30pm

Summer: Tues – Fri 9am – 5pm, Sat 10:30am – 6:30pm

Peak periods: Sep/Oct, Jan/Feb]

Vacation restriction: [Sep/Oct, Jan/Feb]