

QUEEN'S UNIVERSITY LIBRARY
POSITION DESCRIPTION

May 2009

POSITION NO.: 285
POSITION GRADE: LT-2
POSITION TITLE: Teacher Resource Centre Clerk
LIBRARY UNIT: Teacher Resource Centre

1. Position is: FULL-TIME; PERMANENT
2. REGULAR HOURS WORKED: 9:00 a.m. - 5:00 p.m. Monday, Wednesday, Thursday, Friday, Tuesday 12:00 to 7:00 p.m. (Sept – mid June); 8:30 a.m. - 4:30 p.m. (mid-June - August) with some weekend shifts. Flexible schedule in accordance with Article 16:06 does not normally apply. Hours of work are subject to the operational requirements of the Unit.
3. SUPERVISION RECEIVED: The position is supervised by the Teacher Resource Centre Librarian. Incumbent receives training and direction from the Circulation Coordinator / Acquisitions Technician (#271) and the supervisor. Written assessment during and at the end of the trial period by the supervisor, and annual review thereafter. Work is spot checked after training is completed. The nature of problems referred, on the job observation, comments from patrons, provide an opportunity for indirect review and indicate where training may require reinforcement.
4. TRAINING AND INSTRUCTIONS PROVIDED: Written or verbal. Extensive on-the-job training by the supervisor, the Circulation Coordinator / Acquisitions Technician (#271) or designated staff. Library policies, procedures and equipment manuals.
5. DECISIONS: In accordance with established and clearly defined library procedures and regulations, plans own work to meet deadlines and maintain service. Reports or refers problems to the supervisor or the Circulation Coordinator /Acquisitions Technician (#271).
6. The incumbent WORKS WITH, OR COMES IN CONTACT WITH, Library patrons, Library staff, teachers and the general public in person, by telephone, electronically, or by mail.
7. MACHINES OR EQUIPMENT REGULARLY USED in this position: Standard computer and library/office equipment and software; laminating equipment.
8. QUALIFICATIONS:
 - a. Secondary School Graduation; or an equivalent combination of education and experience.
 - b. Keyboarding (minimum 30 w.p.m.) is required.

- c. Ability to meet the physical demands of the position as outlined in the Working Conditions. The incumbent must be physically fit in order to lift large containers of classroom sets of teaching materials.

9. SPECIAL SKILLS OR ABILITY: Accuracy and ability to follow detailed procedures, pleasant manner and tact in dealing with the public; ability to cooperate and work well with others, while working under pressure and with deadlines. Good organizational skills, service oriented, flexibility, and adaptability required. The incumbent must be physically fit in order to lift large containers of classroom sets of teaching materials. Must have the ability to work cooperatively in a team-based organization.

10. SUMMARY OF DUTIES: Within established and clearly defined library procedures and regulations, performs routine circulation and stack maintenance duties including shelving. Retrieves, prepares and packages items for courier / in-person pickup and return. Performs physical processing of DVDs and kits, participates in physical processing of other material. Performs miscellaneous clerical duties.

11. MAJOR DUTIES:

CIRCULATION SERVICE AND SHELVING

1. Performs the routine circulation functions which include: charges and discharges, renewals, booking of library materials; retrieval and packaging of material from stacks and closed stacks. Participates in opening and closing routines for the service point.
2. Assists library patrons at service points, answering questions regarding location or general use of library materials and referring problems and reference questions to the appropriate library staff.
3. Performs routine retrieval, sorting and shelving of resource material; including labs, kits, videos / DVDs and books; searches for missing library materials and participates in collection shifting, shelf-reading and inventory projects. Refers problems to the Circulation Coordinator / Acquisitions Technician (#271) or the supervisor.
4. Participates in checking, and preparing library notices, contacting library patrons concerning recalled and / or overdue items.

COLLECTION MAINTENANCE

5. Performs physical processing of materials. Processing normally includes: creating call number / shelf labels with the use of appropriate computer software, affixing labels, and bar codes, as appropriate, according to instructions specific to the type of material or location.

6. Identifies items which need relabelling or repairs, creates replacement labels, performs simple repairs to material and containers for example taping book spines, relabelling containers.
7. Checks packing slips against received material; performs the physical preparation of the material and its container (i.e. Labelling, packaging), refers any problems to the Circulation Coordinator /Acquisitions Technician (#271).
8. Performs routine stack maintenance, sorting and shelving materials; searches for missing library items.

OTHER DUTIES

9. Performs laminating.
10. Performs photocopying, clerical duties and other duties as assigned.

TYPICAL WORKING CONDITIONS:

Organizational

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|---|---------------|
| 1. Reporting to multiple supervisors. | NEVER |
| 2. Work assigned or directed by more than one person. | SELDOM |
| 3. Working in isolation or working alone. | SELDOM |
| 4. Dealing with upset, angry patrons. | SELDOM |
| 5. Dealing with interruptions and conflicting demand on time. | OFTEN |
| 6. Replacement required before leaving library. | SOMETIMES |
| 7. Handling unpredictable and unexpected workflow. | SOMETIMES |
| 8. Lack of privacy. | ALMOST ALWAYS |

Physical

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| 1. Dealing with conditions of inclement weather, dust/dirt/ noxious substances, conditions of heat/cold conditions of insufficient ventilation/lighting, eye/wrist strain. | SELDOM |
| 2. Exposure to infectious diseases. | SELDOM |

Work Position / Physical Strain

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| 1. Work requires lifting / carrying equipment / books. | OFTEN |
| 2. Work requires pushing / pulling loaded book trucks. | SOMETIMES |
| 3. Work requires bending, kneeling, stretching such as is required in filing; shelving and retrieving books, large kits, etc. | SOMETIMES |
| 4. Work may be confined to either sitting, standing or walking. | SELDOM |
| 5. Work requires travel between campus libraries. | SELDOM |
| 6. Work requires travel between library and storage facility | OFTEN |

