



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** Library Assistant

**JOB NUMBER:** 481

**REPORTS TO:** Library Supervisor

**INCUMBENT:**

**DEPARTMENT:** Library

**DATE CREATED:**

**JOB CLASS:** 5

**DATE REVISED:** December 2015

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### PRIMARY FUNCTION

To provide circulation services and a broad spectrum of front line support.

### JOB DUTIES AND TASKS

1. Provide front line support and information for a wide range of Library and KPU services: a. Understand the functions of all Library departments and how they relate to circulation services to provide information or services to patrons and subject expertise for project work. b. Provide basic reference service when Librarians are not available. c. Assess patron needs to answer a broad range of general KPU related questions including directing students to other departments or services. d. Instruct patrons on the use of a variety of library systems including Library catalogue and discovery layer, circulation guidelines and procedures, interlibrary loans, study room bookings, and KPU Card eligibility.
2. Perform library circulation functions: a. Charge, discharge and renew Library materials. b. Sort and re-shelve reserve and various Library collections materials and perform shelf reading. c. Create and maintain patron records in library database; generate, issue and renew KPU Cards. d. Collect fines and fees for various items such as overdue, lost or damaged materials, and issue receipts. e. Clear holds shelves of items not picked up. f. Receive and process requested material. g. Troubleshoot Library machines, e.g. copiers, printers and scanners. h. Record statistics.
3. Provide audio-visual equipment and software loans: a. Exchange information with Library patrons to determine audiovisual equipment and software needs. b. Receive requests for AV equipment and software. Retrieve and circulate AV equipment. c. Diagnose and troubleshoot basic audiovisual equipment problems and assist users in the lab.
4. Related duties: a. Open, close and secure library facilities and fill out incident reports. b. Respond to various alarms, including detection gate, fire and emergency exits and evacuate patrons from the library in emergency situations. c. Assign and monitor work of student workers. d. Assist with the development of library guidelines and procedures. e. Other related duties as assigned.
5. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

**SUPERVISION RECEIVED:**

Reports to the Library Supervisor.

**SUPERVISION/DIRECTION EXERCISED:**

Provide formal instruction and training to student workers. Instruct patrons on basic use of audio-visual equipment. Instruct patrons on use of automated library systems, computers, and internet. Instruct patrons on use of photocopiers, printers and scanners.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Create and maintain library patron records; receive and process loan requests; loan audio-visual equipment and related materials; troubleshoot audio-visual equipment; open, close and secure library; receive and process new items in collection and maintain collection; maintain supplies for circulation functions at checkout counters; troubleshoot library machines (e.g. microform reader/printers, photocopiers, printers, scanners, etc.); calculate, process and maintain campus circulation and reference desk statistics.

**FINANCIAL RESOURCES:**

Collect and process fines for overdue, lost and damaged materials including adjusting fines when warranted. Collect fees for chargeable services and product. Sign for receipt of goods.

*The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.*

**EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Experience using an integrated library system.
- Ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Demonstrated ability to communicate in English, both verbally and in writing.
- Demonstrated keyboarding skills, understanding of computer concepts and terminology, and experience with word processing software and file management systems.
- Demonstrated knowledge of library classification systems.
- Ability to work with a minimum of direct supervision to establish priorities, achieve deadlines, problem solve and function well under pressure.
- Previous experience working in a public services environment.
- Ability to lift 30-50 pounds and move materials on carts.

**EMPLOYER REQUIRED EDUCATION & EXPERIENCE**

- Completion of a two-year Library Technician diploma from a publicly accredited post-secondary institution or combination of equivalent education, training and experience.

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Knowledge Skills & Abilities revised: November 2014

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