

YUKON UNIVERSITY
POSITION DESCRIPTION

PART I - IDENTIFYING DATA

Position Number: YC1190	Department: Resource Centre Library Services
Position Title: Circulation Technician	Branch/Unit: Resource Centre ITLC
Incumbent:	Location: Ayamdigut
Supervisor's Name: Derek Yap	Date Description Completed: Feb 2023
Supervisor's Title: Manager - Library and Tech Services	

PART II - SUMMARY (broad statement of why position exists)

Reporting to the Manager of Library and Tech Services, this position is responsible for facilitating and controlling the use and circulation of Yukon University Library materials by monitoring and interacting with a Library Services Platform system.

A. Duties and Responsibilities

- 1. Major Function - the most important activity or responsibility required (describe what is done, why it is done, and how it is done):**

Facilitates and controls the use and circulation of library materials by:

- acting as a first point of contact -- the position provides bibliographic and non-bibliographic assistance to users -- in person, over the telephone and via email. This is done by consulting various library resources such as online catalogues, the Library website, and other sources as appropriate, based on a reference interview process;
- monitoring library services platform for item accuracy and currency through familiarity with library practices related to general library procedures and in particular, automated circulation system processes and procedures;
- maintaining accurate patron records, including statistical records;
- handling overdue materials by monitoring overdue notices, Library fines, bills and invoices for lost items, informing the Cashier if necessary and updating the student information system regarding Library-related fees; and tracking overdue materials in order to preserve the integrity of the Library collection;
- maintaining the shelving order of the collection by applying an understanding of the Library of Congress classification scheme;
- Triaging front desk questions for walk-in inquiries at the Learning Commons.

Approximate percentage of job time above functions are performed: 35%

2. Coordinating fines and fees with library patrons and other cash related matters with Finance staff

- a. generating fine and invoice reports and verifying them against patron files;
- b. coordinating with the Cashier and Accounts Receivable staff to ensure that online and cashier payments are up-to-date and being coded to Library revenue;
- c. updating student accounts to reflect changes and payments in Banner
- d. maintaining a cash float;
- e. preparing and balancing cash and generating reports for Finance

Approximate percentage of job time above functions are performed: 15%

3. Coordinating Student Library Assistants and Casual Librarians by:

- a. coordinating with other Library staff and Manager to hire and rehire casual staff and/or re hiring library assistants for the fall and winter sessions;
- b. training, with other Library staff, student library assistants in relevant library procedures and policies;
- c. scheduling, with other Library staff, student library assistants according to library needs;
- d. communicating and problem-solving for student related library issues throughout the term;
- e. overseeing rescheduling student library assistants in the event of absences or illness;
- f. maintaining student library assistant timesheets and payroll schedules;
- g. creating contracts for students and casual staff;
- h. overseeing collection maintenance projects for students

Approximate percentage of job time above functions are performed: 30%

4. Other Principal Activities, in order of importance:

- a. Assisting Library staff in related tasks that contribute to the successful operation of Library Services;
- b. Assisting Acquisition Technician with financial reporting;
- c. creating and maintaining circulation procedure manuals and guides using software and online tools such as LibGuides and Office 365 Suite;
- d. Providing library tours as required.

Approximate percentage of job time above functions are performed: 10%

5. Examples of Additional Divisional Activities which may be performed:

- a. Assisting with inter-library loans, including, requests, circulation and returns, as required.
- b. Assisting with AV and laptop requests as required

Approximate percentage of job time above functions are performed: 10%

6. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:

6 months to 1 year (to allow for orientation to Library systems and procedures).

B. Problem-solving and decision-making

1. a) List any sections of Acts, Regulations, and Policies or Procedures the incumbent must be fully familiar with in order to perform the position's functions:

Yukon University policies and procedures (relevant sections).

Library of Congress Subject Headings and Classifications.

Library procedures regarding circulation activities.

b) Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.

Yes - must enforce circulation policies and procedures and policies regarding accounting and public interaction.

The incumbent must be able to independently apply the various rules, procedures and acts during the course of the working day.

2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:

Supervisor - changes to policies and procedures.

Supervisor - budget concerns

Supervisor - updates on student assistant hires

b) Who normally makes the final decisions with respect to those recommendations?

Supervisor.

3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable:

Patron account maintenance and updates

Prioritization and implementation of work routines and tasks.

Administration of Circulation procedures and tasks including overdues, fines, invoices and replacements.

Changes to the parameters of the automated circulation system.

Assistance to patrons and faculty regarding circulation and reference questions.

Overseeing Student Library Assistant and Casual schedules, training and projects

b) **What is the direct impact of those decisions?**

Quality of library service provided to students, faculty, and public may be affected by decisions made by this position ;

C. Freedom to Act

1. Describe the way in which this position receives direction:

The Manager will approve tasks and projects to be performed on a regular basis. Ongoing meetings will be held with the supervisor to review task and project progress, and to initiate new duties. Assignments will be undertaken with minimal supervision by the Manager as the incumbent is expected to have the technical expertise and experience to complete assigned tasks.

2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?

See B. 1. a. (above)

3. How is the work of the position normally checked or evaluated?

The Manager checks work on an ongoing but irregular basis to ensure accuracy and a formal, individual evaluation is completed annually in the form of a Performance Management Plan (PMP)

4. What types of decisions are normally referred to the supervisor? (Give examples.)

Expenditures beyond delegated levels.

Possible new procedures, i.e.: funding for new equipment or major cost items; new procedures for overall circulation functions;; tracking unusual inquiries from general public, students or instructors; complaints; work priority conflicts. Scheduling issues regarding student assistants and casual staff.

D. Financial Accountability

1) Program dimensions: N/A

a) **Annual Budget** (for unit under the direct control of the position): N/A

Fiscal year:

Annual payroll:

O/M Budget (excluding payroll):
 Capital Budget (excluding payroll):
 Revenues:
 Recoveries:

Who prepares this budget? N/A

What is this position's accountability for budget once allotted? N/A

b) Does position have authority/ability to reallocate resources? (describe) No

c) Signing authority levels:

-delegated spending authority (under what section and for what amount):

\$1,000.00

2) Other expenditures or revenues influenced by this position and how.

- collection of overdue fines and payments for lost items
- acquisitions of materials

Position has the discretion to waive fines and payments for lost items as deemed appropriate.

E. Management Supervision of Human Resources

	1. No supervisory duties
X	2. Supervisory Duties

a) Number of positions supervised directly:

___ Permanent

__5_ Aux/Casual

b) Nature of supervision: (check any of the following supervisory tasks that are to be performed on a regular basis):

X	a)	Show colleagues how to do tasks.
X	b)	Train other employees in work procedures.
X	c)	Assign work and review for quality/quantity.
X	d)	Establish work priorities and schedules.
X	e)	Change duties and responsibilities.

	f)	Participate with supervisor in employees' performance evaluation; -or- Formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments.
	g)	Recommend appointment or rejection upon completion of probationary period.
X	h)	Interview employees with attendance or performance problems.
	i)	Act as first formal step in the grievance procedure.
	j)	Interview candidates for vacant positions in the unit.
X	k)	Give opinion to supervisor on selection of new employees; - or - Make final decision on selection of employees.
	l)	Other.

F. **Key Personal Contacts**

Who (what positions or groups) Purpose Frequency

Students	Library Service	Daily
Faculty	Library Service	Daily
Public Users	Library Service	Daily

G. **Tools, Equipment, or Machinery Used**

Name Purpose Frequency

Public Access Catalogue Computer	Locate information	Daily

Printer/scanner workstation, A/V Equipment	Set up, use, instruct users	Daily
Telephone/voicemail	Communication	Daily
Computers	Circulation and word processing	Daily

H. Working Conditions

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

Type How Heavy Percentage of time

Boxes 25 kg 10%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

Type Percentage of time

Standing	30%
Sitting	30%
Walking	25%
Bending/Reaching	15%

c) Describe any physical hazards present:

Type Percentage of time

N/A

d) Describe special physical conditions leading to discomfort:

Type Percentage of time

N/A

e) Interpersonal Conditions: Check any of the following conditions, which are normal and expected in the job and give examples:

	high level of dissatisfied clients
	high level of emotional clients
	potential for physical abuse from clients
X	regular critical deadlines
X	high level of irregular critical deadlines
X	constant interruptions
X	instructions from more than one source
	students or staff under work related stress
	Other: mental stress due to nature of problem solving and multi-tasking

Examples:

Overdue notices sent out regularly.
 Several students/staff requiring assistance at the same time.

f) Travel Required: N/A

a)	average number of trips annually	
b)	average number of days per trip	
c)	average distance per trip	
d)	most frequent mode of transportation	

Organization Chart

- Complete portion above dashed line whether the position supervises or not.
- Complete portion below dashed line if this position supervises others.

IMMEDIATE SUPERVISOR'S POSITION

Title: Manager, Library & Technology Services
 Classification Level: 10

PEER POSITIONS: (all those reporting to the same immediate supervisor)

Title: Library Serials Technician Title: Information Literacy/Reference Librarian Title: Systems and Metadata Librarian

Classification Level: 6 Classification Level: 9 Classification Level: 8

SUBJECT POSITION TITLE:

SUBORDINATE POSITIONS:

Title: Title:
Classification Level: Classification Level:
No. of Employees: No. of Employees:

PART III – SIGNATURES

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

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Dean/Director or Designate

Date:

I have read the foregoing position description and understand that it is a general description of the duties and responsibilities assigned to the position I occupy.

.....

Incumbent

Date:

PART IV - QUALIFICATIONS

To be completed by the Dean/Director or designate

A. Minimum Knowledge, Skills, and Abilities Required:

Understanding of library organization and procedures.
General knowledge of automated circulation systems.

Wide general knowledge and ability to use reference tools.
Ability to work effectively with the public.
Word processing/typing ability.

B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.

N/A

C. Other skills and/or knowledge, which may be desirable, but not necessarily essential to the performance of the position's duties.

Familiarity of Library of Congress classification system.
Basic knowledge of set-up and operation of A/V equipment.
Cross-cultural experience.

PART V – SIGNOFF

Comments: I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

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Director, Human Resources Services University President

Date: Date:

FOR HUMAN RESOURCE SERVICES USE ONLY:

Evaluation Point Results:	
Knowledge and Skills:
Accountability:
Mental Demands:
Working Conditions:
Total Points:
Pay Level:	...5.....