

# Job Description



## 1. Job Details:

<b>Job Title:</b>	Library Assistant	<b>Reports to:</b>	Head of Access Services
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## 2. Job Purpose:

To carry out clerical, technical, and customer service duties.

## 3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

<b>Annual Operating Budget/Project Budget/Sales Revenue:</b>	n/a				
<b>Number of Staff Supervised:</b>	0	<b>Direct Reports:</b>	0	<b>Contractor/Others:</b>	0

## 4. Key Result Areas:

### KEY RESULT AREAS

- Assist with library opening and closing daily routines
- Help maintain general cleanliness and orderliness within the library
- Perform customer service activities including locating, retrieving, sorting, & restocking, as well as processing library loans, renewals, holds, & returns
- Participate in inventory and search activities; report missing items and report on the condition of damaged materials to aid in repair and replacement decisions
- Perform shelving rearrangement to accommodate growth and new programs
- Carry out shelf reading activities to maintain orderliness in the collections
- Maintain the confidentiality of patrons' personal information and QNL records
- Help customers with copiers, printers, etc.
- Verify the accuracy of periodicals received from the Serials department as recorded in the automated Library Catalog, and report missing issues
- Check the accuracy and completeness of the marking of books and bound periodicals on their return from binding services
- Assist librarians with weeding of outdated and old edition materials and suggesting replacement of heavily-used books
- Other tasks as assigned

## 5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work will be required.

## 6. Communications and Working Relationships:

- Supervisor – regular contact to receive work direction and assignments
- QNL staff – regular contact to collaborate on daily operations
- Library patrons – contact as needed to respond to customer service requests

**7. Problem Solving & Complexity:**

- Consults with others when needed
- Backs up his/her solutions with relevant facts and figures
- Identifies problems within his/her own scope of work
- Discusses problems with others and escalates where appropriate, when solutions are not able to be readily determined

**8. Decision-Making Authority & Responsibility:**

- Identifies issues and accepts responsibility for decisions within own scope of responsibilities
- Evaluates available information, analyses the facts from different angles and selects the best option
- Arrives at decisions in a thoughtful and timely way based on available information
- Takes action or escalates decision making where appropriate

**9. Minimum Knowledge, Skills & Experience:**

- High School education
- 2-5 years of relevant full-time work experience; customer service experience is a plus
- Must perform well on an alphanumeric sorting test
- Experience using a range of standard office equipment preferred (e.g., printers, copiers, etc.)
- Must be able to work accurately with strong attention to detail even when performing highly repetitive tasks
- Must be able to communicate effectively both orally and in writing; proficiency in Arabic a plus