



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

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## Information Services Technician

<b>Job ID</b>	<b>94-50-43-AD-96-31</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=94-50-43-AD-96-31">https://careers.indigenous.link/viewjob?jobname=94-50-43-AD-96-31</a>	
<b>Company</b>	Queen's University	
<b>Location</b>	Kingston, Ontario	
<b>Date Posted</b>	From: 2021-04-29	To: 2021-05-29
<b>Job</b>	Type: Full-time	Category: Office
<b>Job Start Date</b>	June 1, 2021	
<b>Languages</b>	English	

### Description

Entering our libraries â€" virtual and physical â€" our students and faculty feel the world at their fingertips, the knowledge of the ages and the potential of the future. Librarians and staff work closely with students and faculty in every discipline and in the spaces where they intersect. Our best innovations happen through collaboration â€" across the library, with our faculties and schools, and through our regional, national and international partnerships. Here the employment experience is diverse and interesting.

Applying knowledge of basic library techniques, the Information Services Technician plans their own work priorities in order to maintain service in accordance with established policies and procedures, performs a variety of duties associated with the operations of Information Services. The incumbent will perform these duties at all Information Services locations across Queens University Libraries. This position will act as a â€œroving positionâ€•, filling in at all locations as needed. As a result, there is not a home location for this position. The position is supervised by the Head, Information Services or delegate and direction is provided by the Coordinators, Information Services. Incumbent receives training and direction from colleagues, the Head, Coordinators, Reference Assistants and or other designate.

The regular hours of work are from 1:00 PM to 8:00 PM Monday to Friday. Flexible schedule is not normally available (Article 17.06). However, hours of work are subject to changing Unit schedules, rotating evening and weekend schedules, and the operational needs of the Unit.

TYPICAL DUTIES & RESPONSIBILITIES: (Effort & Responsibility)

#### 1. Circulation Duties:

â€¢ Charges, discharges and renews circulating materials in all formats.

â€¢ Collects and records fines.

â€¢ Creates/updates records as required, and according to established authorization.

â€¢ Interprets and applies circulation procedures and regulations, referring difficult problems to more senior staff in the area.

â€¢ Exercises judgement in issuing routine courtesy library cards, consults with Head, Information Services, Circulation Coordinator, or designate on special or unusual requests.

â€¢ Issues and records cash cards for individual use, which are charged to research or departmental accounts.

â€¢ Participates in checking, and preparing library notices, contacting library patrons concerning recalled, held, or rush catalogued items, as required.

â€¢ Opens and closes the Library and desk (e.g. prepares cash float and runs circulation reports).

â€¢ Assists Security staff or other staff to open or close the Library.

#### 2. Customer Service Duties:

â€¢ Assists patrons, answering informational or directional questions for which an immediate, definite answer can be found; refers queries to the appropriate library staff as necessary.

â€¢ Provides assistance and basic troubleshooting in the use of library equipment, following the guidelines

â€¢ Maintains familiarity with the basic functions offered at Public Workstations.

#### 3. Equipment Support Duties:

â€¢ Ensures (with training from the Technology Coordinator) that all self-service photocopy, microform, printing equipment and software are maintained (including troubleshooting), and are in good working order.

â€¢ Issues refunds for students using PrintQ system; troubleshoot and respond to any issues.

â€¢ Provides training and guidance for casual assistants assigned for periodical/ photocopier/microform printer duties, as required.

#### 4. Interlibrary loan Duties:

â€¢ Receives ILL requests and retrieves or ensures retrieval of materials

â€¢ Verifies accuracy of materials copied

â€¢ Communicates with libraries regarding the unavailability of material or problem requests

â€¢ Receives, discharges and deals with problems on ILL transactions and materials loaned to other libraries.

â€¢ Verifies bibliographic information and searches as appropriate. Refers difficult requests as necessary

â€¢ Verifies, distributes incoming loans and prepares borrowed material for return.

â€¢ Scans and photocopies materials for Document Delivery/Interlibrary

#### 5. Reserve Duties

â€¢ Retrieves or orders material, creates required records, prepares items for circulation, and removes items from reserve.

â€¢ Places orders for added copies or new titles to meet demand in consultation with senior staff as required

â€¢ Recalls or places general hold on heavily used items in demand to be put on reserve

â€¢ Changes loan periods of reserve material to adjust to demand

â€¢ Interprets library policies and resolves problems for faculty members in the absence of senior staff, referring difficult problems to the Reserves

Coordinator or designate.

**6. Service Point Operation Duties:**

â€¢ Participates in the training, guidance and distribution of work to Library Technician 2 and/or casual assistants; assists in resolving problems for them concerning tasks.

â€¢ Assumes responsibility for a limited operation of a service point in the absence of more senior Library staff.

**7. Clerical/administrative duties:**

â€¢ Orders and maintains supply inventory

â€¢ Opens, sorts, and delivers mail within the unit.

â€¢ Records and compiles monthly statistics (gate count)

â€¢ Monitors facilities for needed repairs; recommends repairs to Facilities Maintenance. Places service calls to Fix-It or other appropriate contacts as needed or at the request of other staff.

â€¢ photocopies and scans Library materials

â€¢ checks for locations of Library materials in online systems

â€¢ assists more experienced technicians in checking, verifying non-receipt, locating items, or similar duties

â€¢ performs processing functions including affixing plates, pockets, spine labels, barcodes & tattle-tape for new and rebound materials (eg. books,

â€¢ journals, current periodical issues, CDâ€™s DVDâ€™s etc)

â€¢ prepares and routes items for delivery in accordance with established procedures

â€¢ revises processing errors noted by more senior staff maintains records and compiles monthly statistics (eg. copy service, campus book retrieval) maintains public bulletin boards

**INTERACTIONS AND EQUIPMENT:**

The incumbent works with, or comes in contact with, Library patrons and Library staff in person, by telephone or electronically.

The incumbent will regularly use the following equipment:

â€¢ Standard computer and library/office equipment

â€¢ Cash register

â€¢ PrintQ

â€¢ Specialized photocopying equipment, including micro-printers

â€¢ Self-checkout software and hardware

â€¢ Other hardware or software that is introduced to the Information Services staff and service points.

**QUALIFICATIONS: (Skill)**

**Education & Experience:**

1. Secondary School Graduation Diploma or an equivalent combination of education and experience

2. Minimum of 1 year library or related experience.

3. Computer and office skills; ability to navigate and use Windows based software; exposure to the Web with the ability for basic updating; basic working knowledge of the online public access catalogue and LC classification systems; software testing may be required (eg. word processing, spreadsheets, databases).

**Special Skills, Knowledge or Ability:**

Ability to work under pressure and to maintain both speed and accuracy are essential; must have a basic working knowledge of the online public access catalogue (QCAT) and the LC Classification System; ability to follow detailed instructions accurately; ability to follow a task through to completion following established policies and regulations; ability to perform routine troubleshooting of equipment; good communication skills; ability to work in a team-based environment; service oriented.

**DECISION MAKING: (Responsibility)**

The incumbent will exercise independent judgment in the daily planning of own work and application of basic library techniques and descriptive procedures within established policies, procedures and regulations. The incumbent will determine when to refer difficult problems and policy matters to more senior staff in the area. Decides when machines require service.

**How to Apply**

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