

INFORMATION CENTRE ASSISTANT

NATURE OF WORK

This is responsible administrative work in the operation of the Information Centre for the Labrador Institute of Northern Studies.

The employee of this class is responsible for co-ordinating a variety of activities relating to the operation of the Information Centre. Work involves providing information and reference research services to patrons, instructing patrons in the use of the facilities, processing requests for interlibrary loans, ensuring that Information Centre materials are properly catalogued, recorded and shelved and evaluating materials available for Centre use. Supervision is exercised over clerical and stenographic staff. Work is performed under the general supervision of the Director and is reviewed through discussion, observation of results obtained and the presence of complaints.

ILLUSTRATIVE EXAMPLES OF WORK

Co-ordinates the day-to-day activities of the Information Centre to ensure that information, reference and processing services are provided to patrons; discusses problems involving operation or service policy with immediate supervisor.

Provides patron assistance by responding to inquiries regarding general information such as operating hours, circulation policy, indexing tools used, general materials available; refers unusual requests or major complaints to the Director.

Provides basic reference service to patrons; reviews serials index and provides information based upon knowledge of collection; locates material for patron, as required.

Provides general information regarding services available; explains the methods of using various centre catalogues and indexes to patrons.

Receives requests from patrons for interlibrary loans; reviews bibliographic information to ensure that it is complete; forwards request to libraries for processing; contacts patron when material is received.

Receives materials for inclusion in centre holdings; reviews condition to ensure that items are not damaged; requests replacements, as necessary; assigns sequential number to materials as catalogue numbers; prepares coding sheets for each item using KWOC system; places materials in appropriate location based upon type and subject of material.

Reviews newsletters and other publications to determine new publications relevant to centre collection; discusses purchases with immediate supervisor.

Supervision may be exercised over clerical and stenographic employees; provides training in interlibrary loans processing and assigning call numbers; assigns work and reviews progress and results.

Establishes and maintains contact with patrons by personal and telephone inquiries; discusses ideas regarding public relations with immediate supervisor.

Provides clerical and stenographic support to Institute staff, as requested; types correspondence and memoranda from rough draft; uses computer equipment to send interlibrary loan requests and to provide information to the media; revises classroom space allocations; provides general information regarding student registration and assists in registration procedures.

Perform related work as required.

REQUIREMENTS OF WORK

Considerable experience in progressively responsible clerical work supplemented by experience in information centre or related area; graduation from high school supplemented by courses in business education or typing and college or university level courses in related area; or any equivalent combination of experience and training which provides the following knowledge, abilities and skills:

Considerable knowledge of the principles and practices of information centre operation.

Considerable knowledge of the handling, recording, shelving and circulating of information materials.

Knowledge of the procedures related to interlibrary loans.

Knowledge of basic cataloguing rules and procedures.

Some knowledge and interest in books and materials of the calibre found in an information centre.

Some knowledge of University organization, rules, regulations and procedures.

Some knowledge of public relations work.

Ability to catalogue materials using established methods.

Ability to type rapidly and accurately from rough draft, copy or dictating machine.

Ability to effectively appraise material for the benefit of users of the Centre.

Ability to provide basic reference service.

Ability to maintain complex records and prepare reports.

Ability to present ideas effectively, both orally and in writing.

Ability to establish and maintain effective working relationships with centre patrons and other Institute staff.

2578

1987.01.27

Under Review: 2004.01.05