

Working Title <b>Digital Resource Support</b>		Name	
Position Number	Reports to Position No., Class & Level <b>Manager</b>	Division, Branch/Unit Strategy and Governance, Operational Services Branch/Provincial Geospatial Centre	Ministry <b>Environment and Parks</b>
Present Class		Requested Class <b>Info &amp; Creative Tech Serv 3 (ICTS3)</b>	
Dept ID	Program Code	Project Code (if applicable)	

**PURPOSE:**

Alberta Environment and Parks is a knowledge and data intensive ministry that relies upon science and research to inform policy development and decision making. The Library at AEP (LAEP) is being stood up in response to the dissemination of the Alberta Government Library and will provide services province-wide to Environment and Parks staff, other ministries and many GoA agencies, boards and commissions. The LAEP operates within the mission, goals and objectives of the ministry and provides access to resources to support the information needs of executive, management, policy developers and program areas.

Reporting to the Manager, this position ensures access to electronic resources for all AEP staff. The position also supports the maintenance and updating of the website and its contents. In addition this position shares responsibility for circulation services and assisting walk-in clients in the use of on-site and digital resources.

**RESPONSIBILITIES AND ACTIVITIES:**

Support the provision of electronic resources to library users maintaining digital resources.

- Provide maintenance of administrator accounts including tracking subscribed titles and usage statistics, IP changes, passwords and library branding.
- Facilitate provision of e-resources by verifying access to paid subscriptions, notifying publisher or vendor of access problems and assisting with their resolution.
- Add, update and delete custom title collection in subscription list.
- Collect e-resource usage statistics and prepare reports for management.
- Assist with e-resources cataloguing and related catalogue database maintenance.

Support access to electronic resources by maintaining and updating the website and SharePoint site.

- Post information to the website, maintain distribution lists and send out alerts.
- Assist with formatting of content for the website.
- Monitor link-checker on website and resolve errors.
- Review and update website content to ensure the currency and accuracy of information about the library and its services.

Responsible for shared library email accounts and requests for information from clients.

- Monitor during working hours and respond to client inquiries or redirect to other library staff or government department as appropriate, to enable timely responses to meet clients' needs.

Assist walk-in clients by providing direction in use of on-site and digital resources.

- Using the integrated library system, provide information on the use of the physical collection (audiovisual, books and serials), including location, availability and placing reserves and holds.
- Monitor e-mail accounts, answer telephones, respond to general questions and refer questions to the appropriate source.

## RESPONSIBILITIES AND ACTIVITIES:

Responsible for circulation services to library clients.

- Booking requests in the Materials Booking Module.
- Charge out, check in, and renew physical library materials.
- Respond to client inquiries about items they have borrowed or wish to borrow.
- Create and maintain client registration information in the integrated library system and issue library cards.
- Process items transiting in and out of the library according to library policies and procedures.
- Shelf all resources accurately in accordance with recognized call number order and other collection order, to ensure immediate access.
- Search for items reported lost.

Responsible for digitisation of physical resources.

- Scanning physical resources to digital repository
- Create metadata records and update catalogue records.
- Image processing and quality assurance work on scanned images.
- Preparing of scanned materials for disposition.

## SCOPE:

- This position works with minimal supervision and supports maintenance of the website and access to electronic resources for clients. The position is responsible for the identification of access problems to over 400 electronic journals and 60 databases and for problem-solving to the best of their abilities.
- The job requires the ability and interest to learn new computer skills and adapt to the ever-changing technical and digital environment.
- The diversity of the job requires developing relationships with and having good communications with outside national and international vendors and publishers, library clients and colleagues.
- Advises by recommending changes and improvements to processes and work environments.

## KNOWLEDGE, SKILLS & ABILITIES:

- Requires a two year Library Technician Diploma or equivalent and a minimum of two years of experience in a library setting.
- Proficiency with serials management software such as EBSCONet and A-to-Z, and Microsoft Office products including Outlook, Word, and Excel, SharePoint.
- Requires well-developed communication skills and the ability to deal tactfully with co-workers, clients, outside vendors and external contacts.
- Well organized, good time management skills, attention to detail, ability to work both independently and in working groups, and to meet required deadlines.
- Knowledge and commitment to library principles of service.

**CONTACTS:**

- Contacts a wide variety of individuals in all ministries across the GoA to maintain a high quality of service and to make appropriate referrals when needed.
- Routinely makes contact with vendors and publishers for trouble-shooting purposes to ensure access to digital information resources. Contacts colleagues for the purpose of trouble-shooting, requesting or providing information on electronic resource issues and participating in working groups.

**SUPERVISION EXERCISED:**

None.

**CHANGES SINCE LAST CLASSIFICATION REVIEW:**

*This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6<sup>th</sup> Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.*

**Signatures**

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide [Page 16](#))

**Incumbent**

\_\_\_\_\_

Signature

Date

**Manager**

\_\_\_\_\_

Name

**Division Director/ADM**

\_\_\_\_\_

Name

