

APPEAL OF POSITION CLASSIFICATION FOR EMPLOYEES COVERED  
BY UWOSA COLLECTIVE AGREEMENT  
(Reference Collective Agreement Article 44)  
Attention: Job Evaluation Appeals Committee

(A) Contact Information:

Name of person requesting appeal: Traci van der Laan  
Title: LA III  
Phone: X 83913  
Email: betterid @ uwo.ca  
Department: LIBRARIES - MUSIC

(B) Position Information:

Current Incumbent: Traci van der Laan  
Current Classification: LA III  
Classification Being Appealed: LA IV  
Date Evaluation Results Letter Received: MAY 17, 2005

(C) Information Required For Job Evaluation Appeals Committee

Reason for the appeal: \_\_\_\_\_  
\_\_\_\_\_  
THE INCUMBENT IS INDEPENDANTLY RESPONSIBLE FOR  
THE CHORAL/BAND/ORCHESTRAL/ LIBRARY. THE INCUMBENT  
SUPERVISES, MANAGES, AND MAINTAINS THE 3rd LARGEST  
LIBRARY  
CIRCULATION~~g~~ A COLLECTION IN WESTERN LIBRARIES.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supporting Information (Optional):

SEE ATTACHED

(Attach an additional page if more space is required)

(D) Approvals:

Signature of Person Appealing: Traci van der Laan Date: JUNE 1<sup>st</sup> 2005

The appellant shall send one copy of the material to Human Resources and one copy to JEAC c/o UWOSA.

Supporting information (re: Traci van der Laan)

- until this very written Job Description the Choral/Band/Orchestral (CBO)collection was referred to and called a LIBRARY
  - previous incumbent was valued at a LA 4 level and their sole duties were to be in charge of the CBO – there were no official duties in the Music Library
  - since the incumbent has taken on these duties (1996) the CBO has been reduced to 20 hrs per week (open to the public) and there has been an increased amount of work required behind the scenes
  - current incumbent works the ‘open’ 20 hrs per week in the CBO (one floor from the Music Library)
  - the incumbent works remainder of hours in the Music Library, to which there are many other duties different from the CBO
  - a previous job description required the incumbent to have at least a Library and Information Technician Diploma and since that PDQ has asked for High School as a minimum requirement. – college diploma is essential with at least 3-5 years work experience
  - the incumbent assists LA 4 in Music Library with all hiring of casual and work study students
  - incumbent trains ALL casual and work study students in the CBO and assists with training in the Music Library
  - incumbent works very closely with faculty, external borrowers, music replacement agents to order damaged material, printing supply agent, and technical services staff
  - incumbent is in-charge of ALL processing of material ordered and replaced (approx. 1000 – 1300 items annually)
  - incumbent is responsible for the circulation of ‘rented’ material by the faculty and makes sure it is returned and packaged for courier – helps with ordering information when parts are lost
  - incumbent is one of two in the Music Library to ‘free’ patron records in the circulation system
- 
- FYI - the Music Library LA 4 in circulation – the incumbent is responsible for placing items on reserve, working with the prescribed budget for casual workers, attending circulation committee meeting twice monthly, balancing cash, hiring and training of casual and work study students, reporting students hours to the library business office, and scheduling of staff for circulation desk. The incumbent does not work in the CBO.

June 6, 2005

UWOSA Job Evaluation Appeals Committee (JEAC)  
c/o Donna Chute-Dolan  
Human Resources  
Rm. 262, Stevenson-Lawson Bldg.

Dear Evaluation Committee:

Re: Appeal of rating of Library Assistant (LA) position held by Traci Lyn van der Laan.

We understand that Traci Lyn van der Laan has filed an appeal with JEAC in relation to a recent Human Resources evaluation of her position description at an LA 3 rather than an LA 4 level.

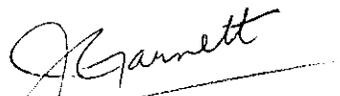
Western Libraries does not support, and did not support at the time of the review of the position, a change in the job rating of this position for the following reasons:

- The Choral/Band/Orchestral (CBO) Collection is a sub-collection of the Music Library. It is housed in a separate location but is not considered a separate library. Please consult the Library's web site <http://www.lib.uwo.ca/music/aboutus.html>  
Historically at one time it was called a library as it originated as a Faculty Library. As it has evolved, the Director of the Music Library, Monica Fazekas is responsible for the overall management and operations of the Music Library and all its collections, including the Gustav-Mahler Special Collections and the CBO Collection. That the CBO Collection is physically separate is a space issue and not an organizational structural issue that has supervisory implications.
- The LA3 position held by Traci is responsible for overseeing the daily work that is carried out in the CBO Collection location and that includes the work of part-time staff. However, the hiring/firing of part time staff is the responsibility of Gayle Fluter (LA 4 position) within the Music Library as staff assistants that work in CBO frequently also work in the Music Library location. As Traci works with the part time staff, courtesy is extended to Traci to attend the interviews of the part time applicants and provide feedback regarding the part time applicants but the final decision and signing authority for hiring/firing purposes resides with the LA 4 position, Gayle who also submits weekly hours worked for compensation purposes.

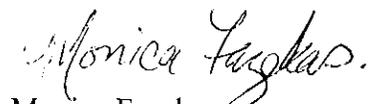
- The job content, requirements, scope and complexity of the position that is being appealed is very similar to other LA3 positions within Western Libraries. An example of a position that is similar is Judith Mahler's in Education who does most of the processing for the CRC Collection although that is a fully integrated collection.

If you have any further questions, please do not hesitate to contact either of the undersigned or Wendy Kennedy, Associate University Librarian (Information Resources)

Sincerely,



Joyce C. Garnett  
University Librarian



Monica Fazekas  
Director, Music Library

**Subject: Re: [Fwd: query]**

**Date:** Thu, 07 Jul 2005 13:37:04 -0400

**From:** Debbie Acton <dacton2@uwo.ca>

**To:** Donna Chute-Dolan <perdec@uwo.ca>

**CC:** Monica Fazekas <mfazekas@uwo.ca>

Hi Donna,

Monica Fazekas, the Director of the Music Library and I talked yesterday afternoon re: your query. The minimum education, experience and skills required for this position are:

- education - secondary school graduation diploma plus some post secondary education is required; university/college degree preferred - I think this is self-explanatory. For higher level positions, i.e. LA4s, we do require a university degree
- experience - as a standard for **all** LA2s & LA3s library public service roles--public service experience is required; knowledge of library terminology and LC (library of congress) classification; experience in handling cash; circulation experience using integrated library systems; working knowledge of circulation procedures and policies particularly as they relate to our Access Code; working knowledge of stacking procedures. A standard for **many** of our LA3s is materials processing process and experience in scheduling. For higher level positions we would ask for a minimum of 2 years demonstrated knowledge and experience providing reference experience required.
- skills - as a standard for **all** library public service roles - LA2s & LA3s - excellent customer service skills; organizational skills, negotiation and problem solving skills (eg. dealing with customer's fines); ability to work accurately and efficiently in an environment of constant change; ability to work independently and as a team member; good verbal and written communication skills; working knowledge of computers and integrated online library skills; clerical/office skills. For higher level positions we would ask for demonstrated knowledge of various components including music history, theory, ability to read music, strength in research skills, etc. (see below)

Monica's additional comments are that this position requires basic working knowledge of computers and integrated online library system - no programming or technical support required. This position does not have accountability for the CBO area. This accountability rests with the Director of Music Library. As a way of comparison, we recently posted a position in the Music Library at the LA4 level. Noted below are the minimum qualifications for that position.

**Minimum Qualifications:**

**Formal Education:**

The incumbent must possess a University degree. BA in Music is preferred.

**Experience:**

A minimum of 2 years demonstrated knowledge and experience providing reference services required. Experience in searching electronic databases and reference products used by a music library is preferred.

**Skills:**

- Demonstrated knowledge of music history required.
- Demonstrated ability to read music in multiple clefs required.

- Demonstrated knowledge of music theory required.
  - Good information sharing and communication skills with excellent command of the English language required.
  - Demonstrated understanding of customer service skills and tools required to help users find information complimented by an ability to expand their awareness of new information resources in a variety of formats.
  - Excellent word processing software, html and Web publishing skills required.
  - Excellent interpersonal skills and ability to work as part of a team in providing information services required.
  - Good public relations skills required.
  - Ability to effectively organize work flow and set priorities for a diverse number of duties is essential.
  - Demonstrated strength in research skills, including searching databases, print and on-line resources, and the Internet required.
  - Knowledge of a variety of Music Library resources (print and on-line) is preferred.
- Reading knowledge

Please let me know if you require anything else, or you can contact Monica Fazekas.  
thanks,  
Debbie

Donna Chute-Dolan wrote:

Can you and the supervisor elaborate on what education, experience, skills, etc you expect from the role in Music Library?

Donna, for this morning's appeal of the LA 3 (T Van der Laan) we need more information. We have decided to adjourn so we could get someone to elaborate on section 5 regarding the minimum skills, abilities, and qualifications for the position.

We hope to have a response so we can reconvene on Wed, July 13 at 9am.

Thanks.

Melissa.

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Debbie Acton  
Library Business Officer  
Western Libraries  
The University of Western Ontario  
London, ON N6A 3K7  
Telephone: (519) 661-2111 x84806  
Fax: (519) 661-3493 x83493  
e-mail: [dacton2@uwo.ca](mailto:dacton2@uwo.ca)

**UWOSA JOB EVALUATION RECORDING FORM**

**Office Support Plan**

(APPEAL)

**Dept:** Music Library  
**Dept. Num.**  
**Incumbent:** Traci Vanderlaan  
**Citite Mem. Present:** UWOSA: M. Broadfoot, L. Munn, D. Shepherd  
 ADMIN: C. Bumbacco, V. Smith, C. Zrini

**Job Title:** Library Assistant

**Eval. Date:** July 6, 2005  
 July 13, 2005

	FACTOR	COMMENTS	SUB FACT	DEGREE	PTS	Profile		
						-	=	+
I	Job Knowledge	Supplemental vocational - secondary school grad plus some post secondary	Educ	3	70			
			Exper.	D				
II	Initiative	Functional independence. Most assignments completed without reference to supervisor, unusual problems go to supervisor		3	35			
III	Complexity/Judgement	Standardized work processes. Defined limits		3	25			
IV	Contacts	Regular contact with faculty. Tact required to secure cooperation		3	45			
V	Errors	Procedural errors likely detected within unit		2	20			
VI	Supervision of Others	Lead responsibilities for casual and work study staff - guidance	Char.	2	10			
			Scope	A				
VII	Effort/Demands	Existing benchmarks. Physical demand not great. Occassional workload surges / deadlines		1	10			
VIII	Physical Environment	Office / library environment		1	10			

CLASSIFICATION ASSIGNED

Total Pts: 225

Group: \_\_\_\_\_ Library Assistant

Level: \_\_\_\_\_ Library Assistant 3

Co-Chair Signatures: UWOSA: Melissa Broadfoot

ADMIN: Chris Bumbacco

**POSITION DESCRIPTION  
QUESTIONNAIRE**

**THE UNIVERSITY OF WESTERN ONTARIO  
EMPLOYEE RELATIONS**

U.W.O. ID NUMBER \_\_\_\_\_  
 PRESENT INCUMBENT SURNAME INITIALS  
 van der Laan T.  
 POSITION IDENTIFICATION DEPT. NO P.S. JOB CODE

**BASIC POSITION INFORMATION**

DEPT. NAME Western Libraries  
 SECTION NAME Music Library  
 LOCATION Talbot College

WORK WEEK HRS. 35 hours per week

SUPERVISOR SURNAME Fazekas INITIAL M. PHONE x 85334

FOR SALARY ADMINISTRATION USE	
CLASS'N _____	
CLASS'D _____	EFFECT _____
Date _____	Date _____
ANALYST _____	

1) PLEASE LIST AND DESCRIBE YOUR MAJOR DUTIES WITH AN APPROXIMATE ANNUAL PERCENTAGE OF TIME SPENT ON EACH. USE SPECIFIC TERMINOLOGY PERTINENT TO THIS POSITION; PROVIDE EXAMPLES (E.G. TESTS, PROCEDURES, ETC.) AND CLARIFY YOUR INVOLVEMENT IN EACH DUTY (RE. SUPERVISE IT, DO IT, PARTICIPATE IN IT, ETC.)

NO.	MAJOR DUTIES	%
1.	Patron and processing services -- Choral/Band/Orchestral Collection . . . . .	60 %
2.	Patron Services – Music Library . . . . .	25 %
3.	Bibliographic searching . . . . .	5 %
4.	Unit Support . . . . .	5 %
5.	Other . . . . .	5 %

**MAJOR DUTIES ELABORATED:**

1. Patron and processing services-Choral/Band/Orchestral Collection.. .60%  
 The Choral/Band/Orchestral (CBO) Collection, part of the Music Library, is dedicated to serving the needs of the students and faculty members of the Don Wright Faculty of Music. This large collection of over 400,000 items is housed separately from the Music Library. Choral, orchestral and band ensembles in Ontario also use it as a lending resource. The objective of this service is to provide circulation of a very large number of items to faculty members, students and external borrowers in a timely, courteous, efficient and accurate manner. This requires the incumbent to:

- oversee the operation of the CBO Collection
- annually assist with hiring casual part-time help for the CBO
- train and supervise the work of casual assistants and work study students when they are in CBO (2-3 yearly)
- prepare circulation schedule for CBO casual assistants
- ensure that faculty, conductors and course instructors submit reserve requests for CBO material in a timely manner
- receive reserve lists from Faculty members and retrieve materials
- assign duties to CBO casual and work study positions, including: circulation; preparation of folders of required reserve materials for each student, conductor and accompanist in performance groups within tight deadlines; stacking, repairs, labelling and erasing of markings on materials where necessary
- encourage and motivate CAs to provide excellent customer service
- perform above listed functions (check out, renew and check in library materials using the automated online library system; folder preparation; stacking; repairing; labelling; erasing markings)
- ensure materials are clean and in good repair
- verify that all parts are returned and in good condition
- shelf check all missing/overdue items and prepare billing information for replacement
- supply bibliographic information about missing items to patrons to assist them with replacement of lost items and follow-up with Hysen Music to verify item(s) have been ordered
- maintain files relating to items on-order
- receive new materials for processing

- responsible for all CBO linking of catalogued titles (choral and instrumental) including: making laser labels, barcoding and taping (each title has approximately 40-75 items)
- collect and prepare items for shipping (check out, contact courier) to external borrowers as instructed by the Director, Music Library. On return, verify that all items have been returned in good condition and check in. If items are missing or damaged, follow-up with conductor to provide bibliographic information to assist with the replacement of these materials and inform Hysen Music of items that will be replaced by which organization.
- add new patron records reflecting external borrower information
- communicate with the Library Business Office pertaining to external borrowing fees and with concerns relating to overdue billed items (both internal and external borrowers)
- provide guidance on matters concerning the policies and procedures of the CBO collection, external borrowers and Western Libraries; refer unresolved problems to Director, Music Library
- communicate, negotiate and analyze situations to resolve various problems concerning faculty, staff and students within Western Libraries guidelines to an equitable result for parties involved
- provide ready reference service
  - – answer directional questions
  - – instruct patrons how to use the self service features available e.g. self renewals, paging etc.
  - –teach/help customers to use the Library Catalogue and associated resources to find specific material such as books, journals, reserve material etc
  - –assist patrons with navigating the WL home page
- negotiate fine payments with patrons, override patron's library suspensions (including external borrowers)
- circulate items rented by the Don Wright Faculty of Music to DWFoM ensemble groups
- contact rental agency to discuss return of missing or damaged items
- re-process replacement titles (labels, barcodes and linking)
- requisition supplies and contact outside supplier for information to be printed on 'folders' for circulation

## 2. Patron Services – Music Library . . . . . 25%

The objective is to provide access to the collection in a timely, efficient and courteous service to library patrons in the Music Library. This requires the incumbent to:

- check out, renew and check in library materials using the automated online library system
- advise patrons about the circulation policies relating to Western Libraries Lending Code
- negotiate fine payments with patrons based on circulation policies, override patron's library suspensions, authorize the lending of non-circulating items, place holds, recalls and pages on items as requested by patrons
- maintain patron records database by validating, creating and editing records according to procedures dictated by the automated online system and circulation policy
- make corrections to item records in the online library database when required
- participate in the training of new staff
- provide and order change and handle cash payments, including issuing of receipts, for billing fees, fines and Interlibrary Loan
- provide ready reference (as above)
- in the capacity of Supervisor, on occasion during the day and when working a regularly scheduled evening or weekend shift:
  - assume responsibility for the operation and activities of the unit directing and assigning duties according to priorities to junior staff
  - ensure that the library and all cash are secure
- refer patrons to the Reference Staff for assistance when necessary
- print overdue, fine, recall and paging notices using the online circulation module
- advise faculty about reserve submission procedures and accept requests for processing
- facilitate the circulation of the Reserve collection and inform all patrons of policies and procedures for Reserve borrowing
- accept and dispense "Lost & Found" items; secure lost wallets and other valuables; call Campus Police when appropriate
- solve minor problems associated with public photocopiers and print stations; refer problems to Graphic Services and Library Information Technology services
- respond appropriately to fire alarms using the current procedures provided by the Fire Marshall's office, or security exit alarms using the information contained in the 3M manuals
- answer email queries on overdue, recall/hold and paging items, fine problems

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NO.	OTHER DUTIES (less than 10%)
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3. **Bibliographic searching** ..... 5%

The objective of bibliographic searching is to find cataloguing using the Online Computer Library Center (OCLC) database for backlog items. This valuable service provides greater access to items excluded from the online catalogue. This requires the incumbent to:

- maintain the Solo Reference Collection located in the Choral/Band/Orchestral Library
- manually sign out this material and maintain circulation files
- upon return, using the OCLC database, search items from the Solo Reference Collection and copy cataloguing for Technical Services to download
- assign an accession number to each item
- forward items searched to Technical Services until items are needed (at which time, they will be catalogued and housed in the Music Library)
- as an ongoing project, forward searched items to Technical Services

4. **Unit Support** ..... 5%

The objective of unit support is to accurately and efficiently complete all off-the-desk customer service functions and other support work required for the operation of the CBO and the Music Library. This requires the incumbent to:

In the absence of the Senior Music Library Assistant:

- attend CSC meetings
- prepare schedules for part time staffing of the Circulation desk
- supervise work and assign priorities to part time and work study staff

- systematically search library stacks for lost or misplaced items
- contact library patrons for hold pick-up, approval of borrowing privileges and other problems
- requisition supplies
- take part in identifying and resolving procedural, operational and space planning problems
- typing of contents notes from the Song Index to be added to bibliographic records for easy access using the online public catalogue

2) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING STAFF MEMBERS WHO REPORT DIRECTLY AND FORMALLY TO YOU.

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n/a

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3) PLEASE CHECK THE SUPERVISORY DUTIES WHICH YOU PERFORM REGULARLY.

- |                                     |   |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Training and guidance for new employees (casual assistants in CBO)  |
| <input checked="" type="checkbox"/> | Work distribution and/or verification of results (casual assistants in CBO)   |
| <input type="checkbox"/>            | Performance review and salary recommendations   |
| <input checked="" type="checkbox"/> | Hiring and firing; please describe the degree of your involvement: assists LA IV with interviews and provides feedback as to which casual and/or work study student to hire once a year |
- 

4. IF YOU COMPOSE (originate) WRITTEN MATERIAL, PLEASE COMPLETE THE FOLLOWING TABLE:

Type of Composition	Method of Composition	Brief Description of Content
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X\_\_\_\_\_ Complete Composition

notify patrons about availability; unit meeting minutes, reminder memos re materials required for ensemble, overdue materials to faculty, external borrowers, follow up with Hysen Music about replacement items,

Corres-  
pondence:

X\_\_\_\_\_ Partial composition with general  
direction (verbal or written)  
\_\_\_\_\_ Prescribed format

Reports:

\_\_\_\_\_ Complete composition  
X\_\_\_\_\_ Partial composition ...  
\_\_\_\_\_ Prescribed format

communication on daily activities

Other:

X\_\_\_\_\_ Complete composition  
\_\_\_\_\_ Partial composition ...  
X\_\_\_\_\_ Prescribed format

manuals pertaining to position duties

statistics

5) WHAT ARE THE **MINIMUM** SKILLS, EDUCATION, SPECIAL TRAINING AND/OR EXPERIENCE REQUIRED TO PERFORM SUCCESSFULLY THE DUTIES OF THIS POSITION?

SKILLS:

- excellent customer service skills
- excellent organizational skills
- negotiating and problem solving skills
- ability to work accurately and efficiently in an environment of constant change
- ability to work independently and as a team member
- good verbal and written communication skills
- working knowledge of computers and integrated online library systems
- clerical/office skills

EXPERIENCE:

- public service experience
- knowledge of library terminology and LC classification system
- experience in handling cash
- experience in scheduling
- circulation experience using integrated library systems, preferably with Innovative
- working knowledge of circulation procedures and policies, particularly as they relate to Western Libraries Access Code
- working knowledge of stacking procedures and materials processing practices

EDUCATION:

- Secondary School Graduation Diploma plus some post-secondary education; university/college degree preferred

6) PLEASE DESCRIBE THE NATURE AND FREQUENCY OF THE SUPERVISION YOU RECEIVE.

The incumbent reports to the Director, Music Library. The incumbent is made aware of the responsibilities of the unit and is expected to pick up on unassigned tasks on their own initiative. The incumbent works independently and coordinates daily operations for the CBO collection. As procedures evolve, the Director arranges for training and instruction with appropriate support and follow-up. Bi-weekly staff meetings are held. Annual performance appraisals are conducted.

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- 7) WHAT TYPES OF PROBLEMS OR INQUIRIES ARE YOU EXPECTED TO DEAL WITH ON YOUR OWN?
- Negotiating and or waiving library fines
  - Patron claims of books returned, stolen, lost, ext (problem traces)
  - Patron queries regarding Western Libraries Lending Code
  - Patron queries about Circulation services or procedures
  - Patron queries about replacement of lost ensemble material
  - Call number, location error and materials requiring repair detected while re-shelving or checking in of material
  - Patron questions requiring the use of the Library Catalogue
  - General photocopier and print station maintenance problems
  - Problems arising during unit support work
- 
- 8) WHAT TYPES OF PROBLEMS OR INQUIRIES MUST BE REFERRED TO ANOTHER SOURCE FOR SOLUTION?
- Patron request for External Borrowing privileges
  - Formal complaints and appeals from patrons
  - Circulation service problems which the incumbent is not able to solve to the patron's satisfaction
  - In-depth reference questions, including to Mahler-Rosé room materials
  - Collection policy questions and recommendations for acquisitions
- 
- 9) WHAT ACTIVITIES DO YOU PLAN OR ORGANIZE? PLEASE INDICATE THE LENGTH OF TIME INVOLVED (e.g. daily planning of assigned work, monthly.)
- Daily work load
  - Prior to the beginning of each academic term, plan for the circulation of Choral, Band and Orchestral parts and instrumental method books to all Don Wright Faculty of Music members involved in large ensembles and/or specific Music Education classes (8,000-12,000 parts ready for beginning of term)
  - Coordinate the circulation of items to External Borrowers throughout the year
  - Participate in planning and organization of Special Projects
- 
- 10) PLEASE COMPLETE THE FOLLOWING TABLE CONCERNING YOUR **MOST IMPORTANT CONTACTS** (in person, by telephone, or in writing). PLEASE EXCLUDE CONTACTS WITH YOUR SUPERVISOR AND YOUR SUBORDINATES. INCLUDE GROUPS AS WELL AS INDIVIDUALS.

CONTACT'S TITLE (e.g. Purchasing Agents)	LOCATION (inside outside) dept dept	FREQUENCY (dly wkly mthly)	PURPOSE OF THE COMMUNICATION (e.g. to provide information concerning...)
• Faculty	Outside	Daily	Obtain lists of items to prepare folders
• Faculty, staff, students, members of the general public	Outside	Daily	Customer Service, replacement procedures, lending code, fines
• External borrowers	Outside	Weekly/Monthly	rental music pick-up, replacement procedures, invoice queries, fines
• Colleagues in Music Library	Inside	Daily	Customer referral. Problem solving
• Staff in other UWO Libraries	Outside	Daily	Problem resolution. Customer service
• Physical Plant	Outside	Daily/Weekly	Building Maintenance
• Hysen Music	Outside	Weekly/Monthly	Provide list of items that need replacement by students, external borrowers
• Campus Police	Outside	Weekly	Valuable 'Lost & Found' items. Security issues.
• Graphic Services	Outside	Daily	Photocopier maintenance. Coin delivery.
• Registrar's Office	Outside	Weekly	Problem resolution.
• Library Information Technology Services	Outside	Weekly	Problem resolution. Customer service.
• Carters Printing	Outside	As required	CBO lending policy/information printed on envelopes provided, delivery info
• Technical Services	Outside	As required	Customer service. Problem resolution.
• Business Office	Outside	As required	External billing and fine queries
• Facilities & Services	Outside	As required	Maintenance.
• 3M	Outside	As required	Maintenance.
• Courier	Outside	As required	Request for pick-up, tracking parcels

THIS COMPLETED QUESTIONNAIRE IS AN ACCURATE DESCRIPTION OF THE WORK BEING PERFORMED.

Staff Member:

Present Classification L.A.III Signature [Signature] Date 05-03-24

Supervisor:

Signature [Signature] Date March 24, 2005