

**Job Title:** Canaccord Learning Commons Student Assistant

**Position Classification:** Office/Library Worker

**Job Description and Qualifications**

The Canaccord Learning Commons (CLC) and David Lam Management Research Library (DLam) are an integrated unit that provides collections, technology, and services to UBC Sauder School of Business undergraduate and graduate students, faculty and staff. Canaccord Learning Commons Assistants (CLCA's) provide exceptional frontline service to all patrons of the Canaccord Learning Commons (CLC) and David Lam Library at the UBC Sauder School of Business, allowing them to access these services.

**Duties:**

- Act as the first point of contact, in-person and via email/phone, to provide information and answer questions about the Canaccord Learning Commons (CLC) and David Lam Library, referring more complex inquiries to professional library staff or the appropriate resource.
- Perform basic operations in the CLC and Library including but not limited to: opening or closing of the CLC, regular rounds of the space, and tidying communal spaces such as the computer labs, and study areas.
- Charge, discharge, and renew materials at service desk using an automated circulation system while upholding lending policies.
- Educate and ensure patron compliance with CLC policies for room use, food consumption, and borrowing in a tactful manner.
- Assist in the ongoing inventory and maintenance of the equipment lending pool with direction from the CLC Student Services Coordinator. Communicate policies with patrons when needed in-person or via email.
- Liaise with Sauder student clubs and groups using the equipment pool for events and programs, manage the booking systems and complete booking requests, and ensure proper usage and compliance of CLC policies.
- Assist patrons in the proper usage, functioning and troubleshooting of AV equipment (including cameras, PA systems, projectors, etc.) in the CLC's lending pool.
- Assist patrons with the printers, copiers and scanners in the CLC including troubleshooting and knowledge of UBC's Pay for Print system.
- Provide login assistance, basic technological assistance and troubleshooting for patrons in the computers labs. Ensures patron knowledge of and compliance with lab policies.
- Work on assigned individual or group projects or pioneer new projects to improve the user experience at the CLC and bring new initiatives to the Learning Commons and Library.
- Other duties as assigned.

**Level of Supervision Provided:**

- CLCAs will report directly to the CLC Student Services Coordinator at the Sauder School of Business. The Coordinator provides ongoing workflow direction, training, guidance and mentorship.

**Complexity of Tasks:**

- Work tasks range from low to moderate complexity.

**Qualifications:****Education and Experience:**

- Current UBC Sauder Undergraduate students preferred.

**Previous Skills, Knowledge and Abilities:**

- Excellent interpersonal and communication skills.
- A strong desire to work in a customer service role and help others.
- Knowledge of Sauder and UBC resources and opportunities.
- Must demonstrate good attention to detail and ability to follow outlined procedures to complete a variety of tasks.
- Must demonstrate initiative and the ability to work independently and in a team. This includes the ability to work tactfully and interact professionally with peers as well as UBC staff and faculty.
- A desire to learn and grow their professional skills through the position.
- Ability to act as an ambassador for the Learning Commons and Library, and for UBC Sauder.
- Strong competence in technology including both PC and Mac platforms, Microsoft Office, Adobe Suite, and other multi-media
- Familiarity with a range of A/V equipment including cameras, PA systems, and projectors is an asset.

**Contribution to the University Community**

- CLCAs improve the accessibility of core services of the Learning Commons and Library, and are active participants in the peer-to-peer model used across program and service offerings. They enhance the student experience by curating a positive environment, while also learning and improving their own academic experience and familiarity with services.
- The CLC is committed to reflecting diverse representation through:
  - Utilizing equitable hiring practices including broadening our talent search and taking workshops on equity and inclusion in interviewing and hiring.
  - Enriching the physical space of the CLC by collaborating with Indigenous knowledge holders.
  - Promoting programming and professional development opportunities which aid in the building of inclusive cultures and environments, in and beyond the workplace.
- The CLC Student Coordinator recognizes the challenges CLCAs face as students and provides support through regular check-ins and offers workshops/training through partnership with the Wellness Centre.
- The CLC Student Coordinator regularly sends CLCAs information on UBC student resources including on where to find information on student health services and access to counselling services.

**Student Learning Components****Training:**

- CLCAs will receive two days of training which include: an overview of service desk duties, a review of CLC/library policies, processes and procedures, a tour of the CLC space including health and safety procedures, and an opportunity to meet and connect with colleagues.
- Regular team meetings and check-ins will be held between the CLCA and the CLC Student Services Coordinator throughout the term for opportunities for feedback, direction and on-going support.

**Connections, Learning and Professional Development:**

- While working on the CLC service desk and collaborating on projects, the CLCAs will establish and maintain a relationship with professional Library Assistants who will provide coaching and mentorship on the job. They will be supervised by the CLC Student Services Coordinator who will provide guidance and consistent reinforcement.
- CLCAs will have an opportunity to expand their network by collaboratively training, working and learning with other student colleagues and Sauder student patrons, as well as professional staff.
- CLCAs will have opportunities to enhance professional skills by gaining experience and exposure to: frontline customer service, working collaboratively as a team member, a professional environment, being assertive and enforcing policies, and the exercising of good judgement and independent decision making in non-routine situations.
- CLCAs will have opportunities to enhance personal development by gaining experience in areas such as: leadership and mentorship skills, interpersonal and communication skills which are verbal, written and non-verbal, as well as personal and time management.
- CLCAs will meet individually with the CLC Student Services Coordinator in August to receive feedback on job performance and reflection on the role.
- CLCAs will be sponsored to attend the UBC Student Leadership Conference (SLC). SLC is an opportunity for students to grow personally and professionally, and to connect with and learn from others in an inclusive and collaborative environment.

**Career Exploration:**

- CLCAs will act as leaders in their community through their work at the Service Desk, expertise in the learning commons, and frequent interaction with their UBC Sauder peers. They exemplify the peer-to-peer model utilized in the space.
- CLCAs will learn about the UBC Library system, campus and Sauder services, and how to make referrals to other departments and services.
- CLCAs will learn to use and troubleshoot a range of office equipment (including printers, photocopiers, and scanners) as well as Microsoft Office Suite and Adobe Suite. They will also gain exposure to internal UBC Library systems such as Voyageur and Desk Tracker, and specialized financial databases and terminals.
- CLCAs will gain proficiency operating a wide variety of A/V equipment and will develop instructional skills by helping patrons with operation.
- CLCAs have the opportunity to develop workplace skills and gains experience in an inclusive, safe work environment. They are encouraged to build a broad range of professional skills and also explore areas of interest to compliment their area of study or professional aspirations.
- The CLCA position compliments classroom learning by providing hands on experience of dealing with the public, operating a point of service, managing expectations and resolving conflicts, communicating professionally, and understanding/applying policies and procedures.