



## TOBAGO HOSPITALITY AND TOURISM INSTITUTE

### Job Title: Library Assistant II

**Revised:** July 23rd 2025

**Position Number:** 222

**Department:** Academic Services

**Reports to:** Manager - Library Services

**Approved by:** Board of Directors

**Date:** February 23rd 2024

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#### **1.0 JOB SUMMARY:**

The Library Assistant II works closely with the Manager – Information Resource Centre, faculty, continuing education, students, and other library staff to ensure the smooth functioning of the Information Research Centre (IRC).

Work involves service activities and monitoring of the virtual and traditional hard copy collections of the IRC. The incumbent uses the system to manage materials and patron requests, maintaining holdings and item records; working with colleagues to maintain storage; conducts inventories and monitors and maintains the collection. The Library Assistant II also provides services to a wide variety of staff and researchers, replies to routine queries, and participates in IRC related events and similar projects as assigned.

#### **2.0 DUTIES & RESPONSIBILITIES:**

- 2.1. Provides assistance to patrons in locating online and traditional resources, and materials, and answers inquiries regarding library services, programmes, and policies.
- 2.2. Maintains the library's orderliness and functionality, including the shelving of new and returned books and other materials in their designated locations according to the library's classification system.
- 2.3. Generally maintains accurate record keeping, including the issuing and returns of library materials and the creation and maintenance of online resources, in an effort to facilitate efficient retrieval by patrons and users.
- 2.4. Assists library users in locating and accessing information resources both in print and electronic formats.
- 2.5. Performs database searches, recommending relevant resources, and providing basic guidance on research methodologies and citation styles for all users, including but not limited to students and faculty.

- 2.6. Facilitates interlibrary loan requests, by processing, borrowing and lending materials from other libraries to expand the resources available to library users.
- 2.7. Places on hold and reserves on materials officially requested by patrons, ensuring they are ready for collection.
- 2.8. Provides basic technical support to library users, and in liaison with the IT Department, helps with issues related to computers, printers, scanners, and other library equipment.
- 2.9. Works with their manager to catalogue new materials and inputs relevant data into the library's database.
- 2.10. Conducts research, under guidance from the senior Academic and Library staff to provide platforms for creating awareness throughout the organisation on specially designated World Days
- 2.11. Selects, designs and collates resources for users to display routine Library Services
- 2.12. Handles administrative duties, including maintaining statistical records of library usage, compiling reports, and assisting with budget tracking.
- 2.13. Participates in various other projects, such as collection development, information literacy initiatives, and the implementation of new library technologies.
- 2.14. Stays abreast of library trends, new technologies, and best practices to enhance skills and contributes to the continuous improvement of library services.
- 2.15. Any other job-related duties assigned by his/her immediate Supervisor/Manager or duly authorised officer.

### **3.0 COMPETENCIES**

#### **3.1 CORE**

- Integrity
- Collaborating with others
- Quality
- Student-Centred Focus

#### **3.2 TECHNICAL**

- Proficiency in using library management systems (LMS) to perform tasks such as circulation, cataloging, and inventory management.
- Familiarity with online databases, digital repositories, and research tools commonly used in academic libraries to assist users in finding and accessing information resources.

- Familiarity with cataloging standards (e.g., MARC) and classification systems
- Ability to effectively search and retrieve information from various sources, including electronic databases, online catalogues, and digital archives.
- Understanding of digital resource management principles, including the organization, preservation, and accessibility of electronic resources such as e-books, e-journals, and online multimedia content.
- Proficiency in troubleshooting and providing basic technical support for library users, including assistance with computers, printers, scanners, and other library equipment.
- Ability to deliver digital literacy instruction to library users, including guidance on information literacy skills, online research techniques, and citation management tools.
- Knowledge of copyright laws and fair use guidelines, enabling the proper handling of copyrighted materials and the ability to assist users with copyright-related queries.
- Proficiency in managing library data, generating reports, and analyzing statistics related to library usage, circulation, and resource acquisition.
- Understanding of information privacy and security principles, ensuring the confidentiality and protection of user data in compliance with relevant regulations.
- Proficiency in Microsoft Office Suite
- Awareness of emerging technologies and trends in the library field, allowing for the evaluation and adoption of new tools and resources that enhance library services.
- Customer service acumen and orientation

### **3.3 LEADERSHIP**

- Strategic Leadership
- Managing Resources
- People Leadership
- Business Acumen

### **4.0 QUALIFICATIONS & EXPERIENCE:**

4.1 Bachelor of Sciences degree in Library and Information Sciences from a recognised educational Or a Library Technician’s Diploma with at least three (3) years’ experience in a library environment.

### **5.0 KEY RELATIONSHIPS:**

5.1. Reports to: Manager – Information Resource Centre  
 5.2. Works with: Lead Lecturers, Lecturers, students, all Heads of Departments, Line Supervisors and general staff

- 5.3. Communicates with: All staff at Academic Services, general staff
- 5.4 Direct Reports to: Library Assistant 1
- 5.5 Indirect Reports to: Heads of Departments

**6.0 SUPERVISORY RESPONSIBILITY:**

- 6.1 Can assist in delegating, and supervising tasks given to the Library Assistant I
- 6.2 Assist to resolving employees’ issues and dispute

**7.0 ACCOUNTABILITIES/ OUTPUTS**

<b>OUTPUTS</b>	
<b>OUTPUTS</b>	<b>TIMELINES</b>
Process library card applications	Ongoing, within 1-2 business days of receipt
Check materials in and out	Ongoing, within 1-2 business days
Handle interlibrary loan requests	Ongoing, within 3-5 business days
Assist library users with reference and research queries	Ongoing, and immediately when assistance is needed
Shelving returned materials and maintaining proper organization	Ongoing, daily or as materials are returned
Conduct regular inventory checks	Quarterly and annually
Assist with cataloging new materials	Ongoing, within 1-2 business days of receipt
Provide basic technical support to library users	Ongoing, immediate assistance as needed
Participate in library outreach activities	As scheduled : orientations, workshops, tours
Maintain statistical records of library usage	Monthly and quarterly
Assist with compiling reports	As required by the Manager
Help with scheduling and coordinating library events, meetings, and room bookings	As needed, within designated timeframes
Collaborate on library projects	Ongoing, as assigned

**8.0 CHANNEL & MODE OF COMMUNICATION:**

**8.1 In line of duty, a wide range of communication channels is utilised which include:**

- Telephonic and face-to-face conversations
- Video and audio conferencing
- Pre-recorded instructional videos
- Utilisations of emails

- Formal written documents- written letters and memos
- Chats and messaging
- Facilitation skills

## **8.2 MODES OF COMMUNICATION**

- Interpretive Communication
- Interpersonal Communication
- Presentational Communication
- Gestural Communication
- Aural Communication
- Visual Communication
- Spatial Communication

## **9.0 PHYSICAL & MENTAL STRAIN**

### **9.1 MENTAL DEMANDS**

- Requires some degree of concentration utilising technology for extended periods of time
- Requires some degree of collaboration with various units to execute duties

### **9.2 PHYSICAL DEMANDS**

- Regularly works for an extended period of time in a seated position
- Occasionally lifting and moving table and chairs to ensure the space is ready for events/programmes

## **10.0 WORK ENVIRONMENT**

**10.1** This job is performed in comfortable surroundings. There are no environmental demands.

## **11.0 ACCEPTANCE STATEMENT:**

The Management of the Tobago Hospitality and Tourism Institute, reserves the right to amend this Position Description anytime as required.

I have read and fully understood the position description as stated and accept that any of the tasks may be modified or changed. I accept that I am to be governed by the duties of this job description and take responsibility for performing the functions as listed above, in accordance with performance measures relevant to this job description and the organisation's Strategic Plan.

This Position Description in no way states or implies that these are the only duties to be performed and I may be required to perform any other job-related duties assigned by the Manager – Information Resource Centre or duly authorised officer.

My signature below indicates my acceptance of the same and my commitment to the performance of my duties at the Tobago Hospitality and Tourism Institute.

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**Employee's Name**  
**(Please print)**

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**Employee's Signature**

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**Date**