

Job Title: Library Clerk

Supervisor: Manager

Overview:

This position is focused first and foremost on patrons and their experience in the library. Our goal is creating a welcoming environment for all of the community, and serving the information, leisure, intellectual, creative, and social needs of the patrons through the many services and resources we offer. These include regular and e-resource circulation, reader advisory, literacy and leisure programs for all ages, public computer access/assistance, print/fax/scan service/assistance, reference services (both community and library) and maintaining the library as a vibrant and inviting community space.

Duties and Responsibilities

1. Patrons

Greet and interact with all patrons in a welcoming and respectful manner, both in library and on phone.
Register new patrons and ensure they are given information/tour on all services.

2. Resource Circulation

Assist all patrons in locating resources in library (ask if assistance is needed), on phone, or by email.
Engage with patrons when they are checking out their materials.
Clear book drops, process incoming/outgoing resources, and file in an ongoing and timely manner.
Provide assistance with on-line catalogue.
Collect fines/fees and process as per standard procedure.
Maintain knowledge of and promote e-resources.

Note: Ensure one person is ALWAYS at, or within sight and easy access, of the circulation desk.

3. Reader Advisory

Maintain knowledge of regular and e-resource titles and authors.
Inquire if patrons have acquisition suggestions and forward to manager.
Create seasonal and varying displays to promote circulation that include book displays and signage.

4. Programs

Register patrons for programs, by fully completing registration forms (contact information is important).
Maintain knowledge of current programs offered (day/time/age/content).
Promote current programs to patrons while in the library.
Assist program coordinators with tasks as needed.

5. Print/Scan/Fax

Provide print/fax/scan services and ensure printer is stocked and in working order.

6. Public Computers

Maintain knowledge of ALL current e-resources across various devices.
Provide general computer and e-resource assistance (if unable to do so, seek someone who can).

7. Reference Service

Assist ALL patrons in finding answers to questions (both community and library) in library and by phone.

8. Library Maintenance

Open and close facility (patrons can be in library up to closing time), as per standard procedure.
Shelf-Reading – Maintain collection order by shelf-reading sections on a weekly basis.
Cleaning – Tidy shelves (including donation), displays, and all other areas as needed with each shift.

Displays – Update signage and displays as needed or directed by supervisor (including closure notifications).

Collection – Update collection as directed by supervisor, including weeding, repairs, rotating collections, etc.

Files – Maintain detailed and organized files of any library transactions (i.e. bill direct/allotment slips, NR cardholders).

Supplies – Notify supervisor when low on supplies to ensure enough time to order.

Other:

Duties and responsibilities are not limited to the above list, and can include other tasks as required by managers such as mail, photocopying, shredding, filing, inputting statistics, social media assistance, set-up/clean-up of programs etc.

Education and/or Experience

- Library Technician diploma or similar experience.
- Customer service training or experience.

Qualifications

- Comprehensive English oral and written (spelling, grammar, punctuation) communication skills.
- Advanced general computer skills and computer-based research skills.
- Intermediate knowledge of Word, Excel, Canva and social media platforms.

Abilities

- Ability to interact positively with people of all ages.
- Ability to work accurately with detailed information.
- Ability to perform alpha-numeric filing/record-keeping.
- Ability to follow instructions and work productively with minimal supervision.

Physical Requirements

- Speak/hear sufficiently to communicate with patrons and see sufficiently to read computer screens and fine text.
- Able to perform repetitive hand, arm, and body movements for operation of library equipment, including computers.
- Able to stand, walk, or sit for long periods of time.
- Push a book cart weighing up to 55 kg.