JASPER MUNICIPAL LIBRARY POLICIES

JOB DESCRIPTION

**Title:** Summer Library Clerk - term

**Reports To:** Director of Library Services

**General Function:** Under the direction of the Director and senior library staff, the Summer Library Clerk provides basic library services as well as assistance with summer programming.

EDUCATION AND TRAINING:

* Grade 12 completed is preferred.
* Clerical experience an asset.
* Experience handling cash an asset.
* Bilingual in English and French is preferred. Other language skills an asset.
* Current First Aid certificate an asset.

SKILLS REQUIRED:

* Ability to deal effectively and courteously with the public, volunteers and co-workers.
* Ability to operate a computer system in a Windows environment.
* Ability to use Microsoft applications, the Internet, social media and the skills to assist patrons using computers and mobile devices of various types.
* Excellent organizational skills.
* Demonstrated ability to work without direct supervision.
* Sound judgement skills.
* A team player.
* An ability and willingness to learn a variety of software programs and library services.

**SUITABILITY:**

* **A sense of humour**
* **Approachable**
* **Motivated**
* **Diplomatic**
* **Tactful**
* **Flexible**

DUTIES AND RESPONSIBILITIES

1. Public Services

* Responding to the needs of library customers in a positive, helpful and friendly manner.
* Circulating materials.
* Creating and managing patron accounts.
* Answering telephone calls.
* Providing assistance to customers in person, or over the phone.
* Using print and online resources to perform reference and readers’ advisory services.
* Assisting customers with technology (eg. the online catalogue, public computers, databases, online library services and their apps, etc.).
* Maintain confidentiality.

1. Support Services

* Shelving and shelf reading of material.
* Recording statistical information.
* Displays.
* Assisting programming staff.
* Maintaining general tidiness and required levels of sanitizing in the library.
* Other related duties as required.

1. Problems Solving

* Respond to a range of customer service issues – applying guidelines from library policy and procedures.
* Deal with patrons in a tactful and diplomatic manner – use judgment, on a case by case basis, to determine most appropriate and effective approach to solve conflict.

1. Health and Safety
   * Participate and cooperate with all aspects of the health and safety program.
   * Be aware of and follow the library’s Respectful workplace policy.
   * Be aware and follow the library’s Safe Work Practices.
   * Be aware and understand the Right to Refuse, the Right to Participate and the Right to Be Informed as set out in the Occupational Health and Safety Act.
   * May be involved in Hazard Assessments and Workplace Inspections.
2. Additional Information

* Physical requirements may include the ability to lift up to 27 kilos, reaching, pushing and pulling heavy bins and carts, and frequent standing, sitting, walking and bending.

TERMS OF EMPLOYMENT:

* This is a parttime position of 15.5 hours/week from May\_\_\_, 2024 to June 22, 2024 and becomes a 30 hours/week position, from June 24, 2024 to August 24, 2024.
* A Criminal Record check with Vulnerable Sector screening will be required if the successful candidate is 18 year of age or older.

Signatures:

Name Signature Date

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Employee Employee

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Director of Library Services Director of Library Services

*April 2024*