

## JASPER MUNICIPAL LIBRARY POLICIES

### JOB DESCRIPTION

**Title:** Library Programmer/Circulation Clerk – Maternity Leave Coverage

**Reports To:** Director of Library Services

**General Function:** Under the direction of the Director, the Library Programmer and Circulation Clerk provides circulation, reference, handling of materials in support of the delivery of relevant and responsible library services, as well as the coordination and implementation of library events and programs for children, youth and adults.

#### EDUCATION AND TRAINING:

- Grade 12 education.
- Library and/or clerical experience.
- Marketing experience is an asset.
- Current First Aid certificate is required. Training will be provided if employee does not have.
- WHMIS certification is required. Training will be provided if employee does not have.

#### SKILLS REQUIRED:

- Ability to deal effectively and courteously with the public, volunteers and co-workers.
- Ability to work well with children of all ages.
- Ability to plan and implement short and long-term programming.
- 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.
- Ability and willingness to learn a variety of software programs and library services.
- Experience handling cash.
- Excellent organizational skills.
- Demonstrated ability to work without direct supervision.
- Sound judgement skills.
- A team player.

#### SUITABILITY:

- A sense of humour.
- Approachable.
- Motivated.
- Diplomatic.
- Tactful.
- Flexible
- Comfortable with children and enjoy being with them.

#### DUTIES AND RESPONSIBILITIES

1. Public Services

- Responding to the needs of library customers in a positive, helpful and friendly manner.
- Circulation of materials.
- Creating and managing patron accounts.
- Answering incoming communications in a timely manner.
- Providing assistance to customers through a variety of methods, ie. in person, e-mail, phone, etc.
- Providing reference and readers' advisory services.
- Assisting customers with technology (eg. online catalogue, public computers, databases, other online library services and their apps, etc.).
- Maintaining confidentiality, following FOIP legislation.

## 2. Bibliographic Services

- Checking in and sorting materials.
- Assist the Bibliographic Services Clerk with selecting materials for purchase and periodic weeding.
- Distribution and return of interlibrary loan materials.
- Managing problem items.

## 3. Support Services

- Shelving and shelf reading of material.
- Running statistical reports and recording statistical information.
- Preparing regular Board reports.
- Inventory of library materials and equipment.
- Creating promotional displays and bulletin boards in various areas of the library.
- Training and supervising volunteers.
- Maintaining general tidiness and cleanliness of the library.
- Other related duties as required.

## 4. Programming

- Work with other library staff to plan and offer library programs and events.
- Plan and present regular programs for various ages, including weekly programming for children.
- Actively seek and develop community partnerships and outreach opportunities with schools and other agencies, to explore initiatives to promote literacy for children, teens, and adults.
- Coordinate with other library staff to promote the library and library programs using the library website and social media accounts.
- Work within a programs and promotions budget.
- Help purchase, maintain and organize programming supplies and equipment.

## 5. 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.
- Be involved in Hazard Assessments and Workplace Inspections.

6. Problem Solving

- Respond to a range of customer service issues – applying guidelines from library policy and procedures.
- Assess the best way to instruct patrons on the computer based on ability and experience.
- Deal with difficult 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.

ADDITIONAL INFORMATION

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

Place of work may vary if programs or events are outside the library, or circumstances require staff relocation or working from home.

TERMS OF EMPLOYMENT

- A criminal record check with vulnerable sector screening is required.
- This is a term position based on a 35 hour work week beginning April 22, 2024 and ending September, 2025. The final date to be determined.
- This position requires some flexible work days and times.

Signatures:

Name	Signature	Date
_____ Employee	_____ Employee	_____
_____ Director of Library Services	_____ Director of Library Services	_____

Revised Feb 13, 2024