

# JASPER MUNICIPAL LIBRARY POLICIES

## JOB DESCRIPTION

**Title:** Library Clerk – part time

**Reports To:** Director of Library Services

**General Function:** Under the direction of the Director, the Library Clerk provides circulation, reference, as well as materials handling in support of the delivery of relevant and responsible library services.

### EDUCATION AND TRAINING:

- Grade 12 education
- Library and/or clerical experience
- 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 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.
- 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

### 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 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. the online catalogue, public computers, databases, devices, etc.)
  - Promote library programs, events and services.
  - Maintain confidentiality, following FOIP legislation.
2. Support Services
- Shelving and shelf reading of material.
  - Recording statistical information.
  - Promotional displays of new materials, programs etc..
  - Assisting programming staff as required
  - Maintaining general tidiness and cleanliness of the library.
  - Participate and cooperate with all aspects of the health and safety program.
  - Supervising volunteers.
  - Other related duties as required.
3. 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
4. Problem Solving
- Communicate with appropriate sources to solve issues that require specialized knowledge or technical ability.
  - 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 and 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.
- Proof of Covid-19 vaccination is required
- This is a regular position based on 8.5 hour work week and begins June, 2022
- This position may require flexible work days and times for training or meetings.

Signatures:

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

Revised May 2022