

JASPER MUNICIPAL LIBRARY POLICIES JOB DESCRIPTION

Title: Summer Library Clerk

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
- Clerical experience an asset
- Experience handling cash an asset
- Strong English skills. French or other language skills 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.
- Ability and willingness to follow pandemic policies and procedures.

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.

2. 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.

3. 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.

4. 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

5. 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 30 hour/week, 8 week position from June 27, 2022 to August 20, 2022.
- A Criminal Record check with Vulnerable Sector screening will be required.
- Proof of complete Covid-19 vaccination is required.

Signatures:

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

April 2022