

Gravenhurst Public Library

POSITION DESCRIPTION

Position Title: Library Clerk 1 (Permanent, Part Time)

Reports to: CEO / Chief Librarian or Designate

POSITION SUMMARY

The Library Clerk 1 is responsible for performing circulation and reference desk duties; collection maintenance; clerical functions; and for providing a high level of customer service to library patrons.

DUTIES & RESPONSIBILITIES

1. Circulation Desk - Checking materials in and out of the library, ensuring accuracy; renewing library materials for patrons; processing inter-library loans, bibliographic verification, and follow-up; providing guidance and direction to student placements and volunteers in the performance of tasks.
2. Reference Desk and Customer Service - Providing assistance to library patrons in locating information and/or library materials; delivering reader's advisory; providing internet assistance; assisting with genealogical research; providing bibliographic instruction; determining eligibility of applicants for membership; registering new library patrons and entering information onto computer system; issuing borrower's card; conducting new patron orientation; renew and update memberships annually; instructing patrons in the use of library resources and equipment; providing general information and assistance to patrons using the public access terminals; assisting with PC applications, internet and troubleshooting, printers, etc.
3. Collection Maintenance - Processing of newly received materials including magazines and newspapers; preparing new book and other new materials lists; printing hold lists and informing patrons about available holds; assessing and repairing damaged material; typing labels, applying tape, pockets, collection identifying labels and stamps; stamping discarded materials and packing for future sale; reading shelves to ensure that collections are in order and material can be located; shelving books - returning books to correct location; keeping apprised of current library policies and procedures, library collection, new publications available but not in Library, current news and interests, community knowledge, loan periods for various materials, restrictions on use, etc; regular use of Horizon Library Software for the purpose of maintaining records.
4. Handling Transactions and Clerical Duties – Daily handling and balancing of cash drawer, issuing receipts and recording transactions; recording daily statistics and cash flow; collecting non-resident membership fees; daily printing of overdue lists, holds, etc.; sort and file notices as set out in procedures manual; collecting fines and fees for overdue materials and/or replacement costs for lost items; printing and mailing of overdue and final notices; following up by mail and/or telephone on overdue accounts; implementing opening and closing procedures, which includes setting the alarm and ensuring security of library facility.

5. Promotions, used book sales and tours - Creating promotional materials and displays; creation and maintenance of used book sales materials; conducting tours for special interest groups.
6. Carrying out special projects and other duties as assigned by the CEO /Chief Librarian or designate.

Vulnerable Sector (Criminal) Record Check requirement: successful applicants must be prepared to provide a Vulnerable Record Check at their own expense prior to their employment start date with the Gravenhurst Public Library.

SUPERVISION REQUIREMENTS

Positions Supervised Directly: N/A

EDUCATION, SKILLS and EXPERIENCE

1. Minimum High School Diploma; College or University education an asset
2. Strong public relations and customer service skills
3. Excellent oral, written and interpersonal communication skills
4. Skilled at working independently while contributing to the work team
5. Exceptional ability to successfully multitask in a busy environment
6. Excellent organizational and time management skills
7. Proven aptitude for taking initiative
8. High level of computer literacy with strong proficiency in Microsoft Office
9. Experience working in an automated Library environment preferred
10. Working knowledge of Horizon Library software systems preferred
11. Library Technician Certificate and/or Excel courses in Small Library Management preferred
12. Ability to work evenings and weekends
13. Hold a Valid Ontario Drivers License; Use of own vehicle may be required
14. Physically able to carry out all aspects of the job

HEALTH & SAFETY RESPONSIBILITIES:

As the Gravenhurst Library Board has adopted health and safety policies established by the Town of Gravenhurst, Library staff members are responsible:

1. To learn, understand and practice standard Town operating procedures.
2. To be familiar with and comply with the provisions of the Occupational Health and Safety Act and Regulations; and the Towns Health and Safety Policies and Procedures.
3. To take every possible precaution to protect themselves and fellow workers from health and safety hazards and unsafe situations.
4. To report unsafe acts or conditions to their supervisor or a Health and Safety Committee Representative.
5. To report any occupational injury or illness immediately to their supervisor.
6. To use personal protective equipment, where required.
7. To report any contravention of the Occupational Health and Safety Act.

Mandatory Health and Safety/Orientation Training requirement: must be completed prior to the employment start date with the Gravenhurst Public Library.

PHYSICAL/PSYCHOLOGICAL DEMANDS and WORKING CONDITIONS

Environment: Work is conducted in an office environment with some exposure to criticism from the public. Requirement to juggle priorities, meet deadlines, verbally communicate to

exchange information. deal with constant interruptions and changing demands during the course of a working day; occasions whereby an extremely short amount of time is available to complete a project or task (regularly); wide variety of tasks requiring ability to manage multiple projects and make independent decisions (daily); while maintaining a pleasant, professional and positive demeanour.

Physical: Requirement for sufficient physical ability and mobility to work in an office setting and in a field environment; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations; to operate equipment and vehicle.

CONTACTS

Incumbent communicates regularly with library staff, municipal staff, and the general public.

REVIEW/APPROVAL

CEO/ Chief Librarian: _____ **Date:** _____

Library Board Chair: _____ **Date:** _____

Affiliation: Non-Union

Job Description reviewed October 4, 2019