

Gravenhurst Public Library

POSITION DESCRIPTION

Position Title: **Library Clerk 2**

Reports to: **CEO / Chief Librarian or Designate**

POSITION SUMMARY

The Library Clerk 2 is responsible for performing circulation and reference desk duties; ordering and cataloging in an automated environment; administrative 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 in person and by telephone; processing inter-library loans, including on-line communications, bibliographic verification, and follow-up; establishing in-house procedures and assuring compliance with the Library's obligations within the network; reviewing donated items and selecting those items appropriate for the library's collection; providing guidance and direction to student placements and volunteers in the performance of tasks.
2. *Reference Desk and Customer Service* - Providing personal assistance to library patrons in locating information and/or library materials; 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. *Ordering, Cataloging and Administration* - Ordering of books and other library materials; cataloging and processing of newly received library materials; processing of newly received magazines and newspapers; preparing new book and other new materials lists; printing hold lists; calling for overdue materials and materials being held for patrons; recording daily statistics and cash flow; assessing and repairing damaged material; typing labels, applying tape, pockets, collection identifying labels and stamps; determining books that require weeding and removing from computer catalogue; 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; maintaining pamphlet file collection; determining which materials to include in collection and assigning appropriate headings; selecting new headings as required and updating information on Library computer system; 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 of the library collection.

4. *Cash handling* - Levying of fees and fines; Building Security – Daily handling and balancing of cash drawer, issuing receipts and recording transactions; collecting non-resident membership fees; daily printing of overdue lists, holds, etc.; sort and file notices as set out in procedures manual; levying 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, sales and tours* - Performing Library website maintenance; creating promotional materials and displays; creation and maintenance of sales table materials; maintenance of pamphlet files; conducting tours for special interest groups.
6. Carrying out special projects and other duties as assigned by the Chief Executive Officer or designate.

SUPERVISION REQUIREMENTS

Positions Supervised Directly: N/A

EDUCATION, SKILLS and EXPERIENCE

1. Secondary School diploma; university an asset
2. Strong public relations and customer service skills
3. Excellent oral, and written communication skills
4. Computer literacy in Microsoft Office, Word and Excel
5. 3-5 years experience in an automated Library environment preferred
6. Library Technician Certificate and/or Excel courses in Small Library Management preferred
7. Demonstrated working knowledge of Horizon Library software systems
8. Excellent organizational and time management skills; ability to demonstrate initiative
9. Ability to work both independently and with other Library staff
10. Ability to work evenings and weekends
11. Hold a Valid Ontario Drivers License; Use of own vehicle may be required
12. Physically able to carry out all aspects of the job

HEALTH & SAFETY RESPONSIBILITIES:

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.

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 May 24, 2017