

Job name:	Library Clerk Lunenburg	Classification:	
Reports to:	Branch Coordinator	Supervises:	N/A
		Position Type:	Part-time 8 hours per week

A. JOB SUMMARY / PRIMARY FUNCTION / OVERVIEW

The Library Clerk provides excellent customer service and is the first point of contact for people entering the Library. They support library users throughout their entire visit, providing a warm welcome, assisting with all requests, and promoting library programs, services and culture. They are approachable and friendly individuals who offer expertise with enthusiasm and a user-centric orientation.

B. DUTIES / KEY / TYPICAL / PRIMARY RESPONSIBILITIES

- Check items in and out using the Integrated Library System (ILS)
- Create and update library accounts for members
- Assist cardholders, including holds, renewals, loans, account issues
- Provide a full range of information services, including all levels of reference and reader's advisory
- Empty book drops, prepare items for delivery, shelve library materials
- Fulfill holds lists, and route materials to correct locations
- Maintain library collection, including shelf reading, minor mending, reporting gaps and suggestions, and assist in weeding, as directed
- Orient new users to the library
- Train and assist users with various library policies and procedures
- Collect statistics as required
- Collect, track and report financial transactions
- Assist users in information technology, including the library's computers and other equipment, website, and electronic/online resources
- Troubleshoot computer and equipment issues, reporting unsolved problems to Branch Coordinator
- Proactively promote library programs and initiatives
- Assist with, plan, and conduct library programs, as directed
- Create displays of library materials
- Direct / supervise library pages, volunteers, or other temporary staff as required
- Assist with opening and closing procedures
- Ensure that the library is a safe, welcoming, and inclusive space by:
 - Taking personal responsibility for tidying and maintaining the library
 - Reporting Occupational Health & Safety concerns and facility maintenance issues
 - Treating everyone with empathy, equity, and respect
- Adhere to all policies and procedures established by the Library Board and management
- Gather and report public suggestions for programs, services, and other feedback to Branch Coordinator
- Participate in training activities
- Participate in annual goal-setting and performance review

- Perform other duties as required

C. QUALIFICATIONS:

Education & Experience:

- Minimum of Grade 12
- Current certification in First Aid or willingness to become certified in first year of employment
- Library experience an asset

Requirements:

- Excellent interpersonal and communication skills
- Ability to carry, push and pull heavy loads
- Basic computer knowledge and skills
- Ability to work evening and weekend shifts as scheduled
- Ability to adapt to changing needs and deal tactfully with staff and public
- Reliable access to transportation to all library service points

Assets:

- Customer service experience, in particular in public libraries
- Experience planning and delivering programs

D. WORKING CONDITIONS

- Rapidly changing, customer-driven environment with frequent interruptions
- Occasionally stressful when serving the public: may be exposed to conflict and/or emotionally-charged situations
- Handling large volumes of library materials can be physically demanding

E. CORE COMPETENCIES

Core Technology

- Uses e-mail to communicate effectively and organize information
- Understands, uses and helps others use basic computer hardware and peripherals, mobile devices, and the Internet;
- Evaluates information sources critically
- Understands common security protocols related to Internet use;
- Understands and performs basic functions and tasks of common software programs;
- Performs basic word processing operations and basic printing operations from common applications;
- Maintains awareness of commonly used technologies and applies technology effectively for ongoing learning and collaboration.

Core Personal/Interpersonal Competencies

- Develops and maintains effective relationships with others to achieve common goals;
- Applies effective strategies to manage organizational politics, conflict and difficult co-worker behaviors;
- Applies customer service skills to enhance the level of user satisfaction;
- Applies effective techniques to address difficult situations with users;

- Understands and acts in accordance with the basic values and ethics of library service;
- Aligns efforts with the vision and direction of the organization;
- Demonstrates leadership qualities and behavior;
- Anticipates and adapts to change and challenges effectively.

Cultural Competence

- Sees the value of cultural, ethnic, gender, and other individual differences in people;
- Values different points of view and checks views against the views of others;
- Supports fair treatment and equal opportunity for all;
- Listens to and objectively considers the ideas/input of others and respects the talents and contributions of all individuals;
- Strives to eliminate barriers to diversity; ensures that new barriers to diversity are not built.

Accountability

- Accepts personal responsibility for and meets established standards for the quality, quantity, resource management, and timeliness of work.
- Maintains a positive attitude, regular attendance, punctuality, and demonstrates integrity and honesty.
- Acknowledges and corrects mistakes.

Civility

- Demonstrates respect for others, open-mindedness, generosity of spirit, and a concern for the common good.

Communication

- Communicates in a clear and concise way both verbally and in writing.
- Demonstrates the ability to convey ideas, thoughts, issues, and information.

Learning and Innovation

- Manages the development of one's own learning and ongoing improvement of skills and knowledge that contribute to increased effectiveness, proficiency, and service;
- Demonstrates critical thinking and problem-solving abilities.

Teamwork

- Values and cooperates with all team members.
- Promotes a friendly climate, good morale and cooperative team relationships.
- Adaptability / flexibility