



FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

Position: Adult Services Clerk

Classification: Management/Non-Union, full time.

Reports To: Chief Executive Officer

Salary: Under Review

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POSITION SUMMARY:

Responsible for maintenance of the adult collection and accountable for circulation and cataloguing duties. Other duties include information services, reader's advisory services, technology assistance, program registration and room bookings, displays, material processing and repairs, maintenance of the periodical collection.

DIRECTION RECEIVED

The incumbent routinely carries out the duties and responsibilities of the position without close supervision. The Adult Services Clerk guided by well-defined policies and operating procedures. The Adult Services Clerk reports directly to the CEO.

DIRECTION OF OTHERS:

This position is without supervisory responsibilities. Functional direction is provided to junior staff.

REVENUE, ASSET AND EXPENDITURE SCOPE:

Collection of fines, charges for lost items, fees: \$49,750

Collection Maintenance and Programming: \$63,850

AREAS OF RESPONSIBILITY:

Collection Maintenance

- Evaluates and selects materials and resources in various formats to develop and maintain the collection using professional resources, judgment, and internal collection policies and procedures
- Addresses collection maintenance concerns, including weeding, repairing damaged items, and assists in rearrangement of the collection to facilitate patron use
- Continuously promotes library materials using a variety of methods; displays, digital signage displays of titles, read-a-likes, etc
- Responsible for cataloging, classifying, and labelling new material in a variety of formats and processing new materials
- Responsible for selecting, cataloging, and returning items which form a part of the annual leasing plan or any pools the Library participates in

Programming

- Plans, promotes, and coordinates regular adult programming, including the book club
- Oversees Art Displays within the library
- Coordinates and promotes adult community led programs, including seeking out and retaining volunteers to lead programs
- Coordinates home deliveries to patrons, including to senior's residences

General Duties

- Performs reference and information services duties as requested; answering in-person, telephone, and e-mail queries. This includes assisting with general queries for information and more specific research for patrons
- Provides reader's advisory services by suggesting materials appropriate to age, reading interest, and ability
- Performs circulation duties as necessary; checking out library material, discharging items, processing and renewing member registrations, shelving returned material, shelf-reading, taking hold requests, collecting fees and fines, taking registrations for programs, booking meeting rooms, assisting with photocopying, faxing, and printing
- Handles cash and conducts opening and closing procedures
- Instructs and assist library patrons in the use of the internet, numerous software applications, online databases, and downloaded content
- Troubleshoots a variety of personal electronic device problems for patrons including smartphones, tablets, and laptops
- Assists patrons with printing, photocopying, scanning, and faxing
- Handles routine complaints and refer unusual situations to the Library CEO
- Responds to patron questions and situations in accordance with library policy and in a manner to enhance the reputation of the library as a public service organization
- Assists patrons in locating material and information in the library, on the internet, and in the Library's e-Resources
- Requests and processes Interlibrary Loans as necessary.
- Assists individuals and groups utilizing conferencing and presentation equipment including, Smartboards; as well as providing assistance with adaptive technology and software
- Demonstrates a positive attitude and supports library goals and objectives
- Obligated to protect the privacy of library patrons who may be borrowing material dealing with confidential issues
- Print 3D models using the 3D Printer for patrons as a part of the Quick Print service model
- Performs other duties as assigned
- Exchanges with other Libraries, vendors, community partners and Ontario Library Services

EDUCATION AND SKILLS:

- Ontario Secondary School Diploma or equivalent
- Library Technician diploma plus one to three years of library experience or three to five years combined library-related education and experience
- Minimum one course in Cataloguing Library Material
- Strong computer and customer service skills
- Able to work independently and complete assignments with minimal supervision
- Ability to multi-task
- Ability to quickly learn and adapt to new technologies and initiatives

EFFORT

Work demands concentration for a long to prolonged period but not on a daily basis. Interruptions are rare to occasional or occasional to continual for short periods. Critical demands are rare to occasional emergencies or occasional to frequent deadlines.

Working conditions regularly involve a degree of mental stress and physical strain with the possibility of prolonged periods with irregular breaks. Major continuous physical demands are occasional and related to combined muscular and sensory strain for moderate periods while shelf reading, shelving material and standing to provide counter service. Online circulation duties require continual sensory strain for long to prolonged periods. Frequent muscular exertion is required to carry and transport boxes up to 50 pounds

WORKING CONDITIONS:

- A typical work week consists of 28-42 (average 35) hours and requires regular weekend and evening work, in order to ensure programming and staffing requirements are met
- Works in a computerized public service environment
- Out-of-town travel is rare and relates to training opportunities
- 95% of the average workday is spent indoors in open areas; outdoor duties include home deliveries and other errands, and are rare to occasional
- All indoor work is performed in shared workspace and open areas
- Exposure to work-related hazards is related to the constant exposure to germs and infectious diseases through direct contact with patrons. Risk of falling from heights of under 5 feet is encountered while shelving books and while shelf reading
- Risk of exposure to potentially dangerous or abusive people entering the library is rare at high risk levels and occasional at moderate risk levels. Recognized areas of higher risk of workplace violence include: public or community contact, working alone or in small numbers, handling cash, working late nights, secondary entrances, and working in an area of higher crime
- Some element of personal risk involved in the performance of these duties