



FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

POSITION DESCRIPTION

POSITION TITLE:	Public Services Clerk - Casual
GENERAL SUPERVISOR:	Chief Executive Officer
EMPLOYEE GROUP:	Non-Union

POSITION SUMMARY:

The Fort Frances Public Library Technology Centre is a dynamic community hub. Our mission is to provide evolving and superior library services in a safe and welcoming space for all. As one of our Public Services Clerks, you will play an integral part in facilitating a warm and welcoming atmosphere in the Library.

A Public Services Clerk assists with the provision of services to the public, including: circulation, registration, reference, readers' advisory, photocopying, and computer assistance. This position is casual with no guaranteed hours, and will include evenings and weekends. Please send a cover letter and resume by August 20th, 2019 at 4:00pm to:

Nadine Cousineau
Fort Frances Public Library Technology Centre
ncousineau@ffpltc.ca
601 Reid Avenue
Fort Frances, ON P9A 0A2

AREAS OF RESPONSIBILITY:

General Duties

- Performs circulation duties as necessary, including: 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
- Assists patrons with printing, photocopying, 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
- Performs reference and information services duties as requested; answering in-person, telephone, and e-mail queries
- Provides reader's advisory services by suggesting materials appropriate to age, reading interest, and ability
- Assists patrons in locating material and information in the library, on the internet, and in the Library's e-Resources
- 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 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

QUALIFICATIONS:

- High School Diploma
- Strong computer skills
- Strong customer service skills
- Ability to multi-task
- Ability to quickly learn and adapt to new technologies and initiatives

WORKING CONDITIONS:

- The Public Services Clerk – Casual is irregularly scheduled and works on a call-in basis, including covering staff vacations and sick leave
- Hours include evenings and weekends
- Works in a computerized public service environment
- Working conditions regularly involve a degree of mental stress and physical strain with the possibility of prolonged periods with irregular breaks
- Some element of personal risk involved in the performance of these duties