



# FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

**Position:** Public Services Clerk - Casual

**Classification:** Management/Non-Union, interim.

**Reports To:** Chief Executive Officer

**Pay Grade:** Town of Fort Frances, Band #3

**Date Updated:** December 2017

**Prepared by:** Caroline Goulding

## POSITION SUMMARY:

Assists with the provision of services to the public; including circulation, patron registration, reference services, readers' advisory services, photocopying, and computer assistance.

## AREAS OF RESPONSIBILITY:

### General Duties

- 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
- 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 or 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