



# FORT FRANCES PUBLIC LIBRARY TECHNOLOGY CENTRE

**Position:** Public Services Clerk

**Classification:** Management/Non-Union, full-time.

**Reports To:** Chief Executive Officer

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

**Date:** December 2017

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## POSITION SUMMARY:

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

## DIRECTION RECEIVED

The incumbent routinely carries out the duties and responsibilities of the position without close supervision. The Library Clerk guided by well-defined policies and operating procedures. The Public 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: \$38,000

## AREAS OF RESPONSIBILITY:

### Interlibrary Loan Service

- Monitors and responds to daily ILLO processing and packaging of incoming and outgoing requests
- Trains staff members and patrons in the use of INFO VDX as necessary

### Programming

- Assists with multigenerational programming

### 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

#### **EDUCATION AND SKILLS:**

- High School Diploma or GED with three to five years of customer service experience
- Three to five years of library related education and/or experience is preferred
- Strong computer skills
- Strong customer service skills
- Ability to multi-task
- Ability to quickly learn and adapt to new technologies and initiatives

#### **EFFORT**

Online circulation duties require continuous concentration for moderate to prolonged periods. Requests from patrons and telephone answering duties continually interrupt attention spans for short periods. Critical demands relate to increased workload when staff is absent.

Working conditions regularly involve a degree of mental stress and physical strain with the possibility of prolonged periods with irregular breaks in an open and shared environment. Major continuous physical demands are related to combined muscular and sensory strain for long to prolonged periods while shelf reading, shelving material and standing to provide counter service. Frequent muscular exertion is required to carry and transport boxes up to 22.675kg.

#### **WORKING CONDITIONS:**

- A typical work week consists of 28-42 (FTE= 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.

- 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. Recognized areas of higher risk of potential for 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