

JOB OPPORTUNITY

Internal/External Posting

Circulation Clerk I

(Part-time Permanent)



Position Summary

Reporting to the Deputy Chief Librarian, the Part-Time Circulation Clerk is responsible for providing exceptional customer service and day-to-day library services. Tasks include circulation, reference and reader's advisory, library promotion, technical support, interlibrary loan, and collection management. This position is responsible for the smooth functioning of circulation services and is a proponent of the Library's mission to inspire lifelong learning by providing support and resources to enrich and connect our community.

Duties and Responsibilities:

1. Circulation (50%)

- 1.1 Responsible for checking in and checking out library materials
- 1.2 Place holds on library materials and collect holds from the collection
- 1.3 Use the library information system software for circulation procedures
- 1.4 Process deliveries to and from LiNC (Libraries in Niagara Cooperative) libraries
- 1.5 Perform interlibrary loan procedures
- 1.6 Assist with Visiting Library Service
- 1.7 Direct student pages in priority of shelving tasks and extra activities
- 1.8 Assist with instruction and training of pages

2. Customer Service (30%)

- 2.1 Register new borrowers and renew memberships
- 2.2 Provide reference and readers advisory services, both in-person, online, and over the phone, using the library catalogue and 3rd party resources
- 2.3 Explain circulation procedures, including LiNC requests and deliveries
- 2.4 Register participants in library programs
- 2.5 Collect payments for late fees, printing and photocopying, and program registrations and tickets—recording cash transactions according to accepted accounting practices and procedures
- 2.6 Assist with programs such as children's special event days, performances, movie nights, book clubs, author readings, and informational programs
- 2.7 Initiate positive social interactions and decrease social isolation in person and over the phone
- 2.8 Keep sensitive information private such as personal information in the Library Information system, computer files on USB sticks, computers logged into personal email, documents left open, and print jobs left in the printer
- 2.9 Fill Library displays and promote Library services through customer engagement

3. Technical Support (10%)

- 3.1 Assist library patrons at the library's computer workstations: saving, downloading, editing documents including job resumes, converting different document/file types, working with external devices such as phones, signing up for email accounts, printing from the internet, working with photos, and translating text to other languages
- 3.2 Provide support and instruction for users of the library's catalogue, website, and electronic resources, including databases, apps, eBooks, and eAudiobooks

3.3 Provide support and instruction to users of the library's computer workstations, printer, photocopier, wireless internet and media lab

4. Collection Assistance (5%)

4.1 Assist with processing of new library collection material.

4.2 Repair books and other library materials

5. Other (5%)

5.1 Work in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, and Library policies, procedures, and guidelines.

5.2 Other related duties, as assigned such as opening and closing the Library.

Applicant Requirements:

Education

Secondary School Diploma

Experience

One (1) year of recent related experience or currently studying in post-secondary library related studies

Customer service experience or similar

Knowledge/Skills/Abilities

Strong Computer and keyboarding skills including Microsoft Office

Working knowledge of public library work and processes

Excellent interpersonal, communication and customer service skills

Demonstrated ability to organize and prioritize multiple responsibilities in a busy environment

Keen attention to detail

Excellent social skills, and empathy

Hours of Work: Part-time, with a minimum of 35 hours every two-week period, including evening, and weekend shifts.

Salary Range: \$23.81 - \$28.97 per hour (Band 4)

To Apply:

Interested applicants should submit a resume and cover letter by 4:00 PM on Wednesday, November 27 to:

Ryan Waldron, Deputy Chief Librarian
Grimsby Public Library
18 Carnegie Lane,
Grimsby, ON L3M 1Y1
Email: rwaldron@grimsbylibrary.ca

The Grimsby Public Library is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Human Rights Code and Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment process. Please advise the Library to ensure your accessibility needs are accommodated throughout the process.

We thank all applicants for their interest; however, only those being considered for an interview will be contacted.