

## ***JOB DESCRIPTION***

**Position Title:** ASSISTANT COMMUNITY LIBRARIAN      **Position: #P304-18**  
**Dept/Branch:** Public Services  
**Reports to:** Community Librarian  
**Position Supervises:** N/A

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### **I. Position Summary**

Under the direction of the Community Librarian, the incumbent assists the Community Librarian/Branch Head in all phases of service to the public, and assumes responsibility for branch services when the Community Librarian/Branch Head is absent for a short period of time.

The incumbent exercises some independent judgement within established Okanagan Regional Library policies, procedures, and practices.

### **II. Accountabilities**

#### **A. Public Service**

Provides a welcoming and inviting atmosphere for library customers.

Operates circulation module of automated library system, according to library procedures. Registers customers, orients new customers to library system services and programs, and accurately maintains customer records. Responds to specific author information requests.

Checks in/out library materials, assesses for damage, makes appropriate adjustments to item or customer status, receipts payment for lost or damaged materials, prepares material for shelving.

Resolves routine problems related to the circulation of library materials; addresses complaints and concerns of patrons. Informs Community Librarian/Branch Head of unresolved problems.

Assists customers in the use of library equipment upon request.

Answers and directs telephone inquiries in a courteous and efficient manner.

Provides reference assistance and readers' advisory and refers unresolved questions to Supervisor or specialized staff.

Conducts class and group visits as required. Plans and delivers assigned programs for children and adults.

Packs/unpacks/sorts shipments of library materials. May be responsible for pick up and delivery of mail and boxes of material to the Post Office and/or Bus Depot.

Collects and receipts monies as required.

## **B. Non Public Duties**

Prepares material for van trip. Unpacks and sorts incoming shipments. May be responsible for pick up and delivery of mail and boxes of material to the Post Office and/or Bus Depot.

Runs daily circulation reports as required, conducts shelf checks, and processes requests for library materials.

Keeps the collection in order and keeps an accurate record of this activity.

Participates in the pulling of library materials as outlined in prescribed guidelines.

Completes opening and closing procedures as required. Assists with daily/weekly cash reports as required.

Assists in maintenance of assigned library equipment and refers any unresolved equipment problems to appropriate person or department.

Assists in maintaining the cleanliness and tidiness of facility. Refers any building maintenance problems to appropriate person or department.

Provides input to the Community Librarian/Branch Head on circulation policy, procedures and branch needs for improvement.

Designs and mounts displays as assigned.

Attends meetings as required.

Other duties of similar complexity and scope, as assigned.

## **III. Working Conditions**

Works in a front line public service environment and as such, deals with constant interruptions by person or phone. Has contact with public, employees at branches and Headquarters. Stands for extensive periods of time. Required to lift and push heavy objects.

## **IV. Job Specification**

### **a. Education**

Grade 12 or equivalent

### **b. Other Requirements**

1. Basic knowledge of library procedures and services.
2. Basic knowledge of children's literature
3. Good oral and written communication skills
4. Demonstrated knowledge of Internet
5. Demonstrated knowledge of Microsoft Office products, specifically Word & Excel
6. Demonstrated knowledge of e-Readers and other electronic tools
7. Good organizational skills, with the ability to work independently as well as in a team environment

8. Aptitude for detailed work.
9. Demonstrated ability to communicate with initiative, courtesy, tact and interest with staff and all sectors of the public.
10. Physical ability to handle book bins, boxes of books and loaded book trucks
11. Basic knowledge of cash procedures
12. Keyboarding speed minimum 35 wpm
13. Commitment to continuous learning.
14. Valid BC driver's licence.

**Drafted by:**

Carla Phillips, Director of Human Resources \_\_\_\_\_

Date: \_\_\_\_\_

**Approved by:**

Don Nettleton, Acting Chief Executive Officer \_\_\_\_\_

Date: \_\_\_\_\_

**INPUT PROVIDED BY:**

<b>Name</b>	<b>Position</b>	<b>Location</b>
Ann Smith	Assistant Community Librarian	Armstrong
Teresa Wiebe	Assistant Community Librarian	South Shuswap
Michelle Whibley	Assistant Community Librarian	Vernon
Jennifer White	Assistant Community Librarian	Kelowna