

Position Title: ASSISTANT COMMUNITY LIBRARIAN **Position:** #P304-22
Dept/Branch: Public Services
Reports to: Community Librarian, Branch Services Supervisor, System Circulation Coordinator
Position Supervises: N/A

I. Position Summary

Under the direction of the Community Librarian, Branch Services Supervisor or the System Circulation Coordinator, the incumbent assists the Community Librarian/Branch Head in all phases of service to the public and assumes responsibility for branch services when the Supervisor 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.

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 Supervisor 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 service and refers unresolved questions to Supervisor or specialized staff. Assist customers with technology for access to all digital collections.

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

children and adults.

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.

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 Supervisor 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. Related Experience

One (1) year work or volunteer experience working with the public in a customer service or educational setting, ie; retail/restaurant or leading recreation/cultural programs or classes.

c. Other Requirements

1. Good oral and written communication skills
2. Familiar with mobile technology, ie; apple or android phones or tablets.
3. Demonstrated knowledge of Internet
4. Demonstrated knowledge of Microsoft Office products, specifically Word & Excel and Outlook.
5. Good organizational skills, with the ability to work independently as well as in a team environment
6. Aptitude for detailed work.
7. Demonstrated ability to communicate with initiative, courtesy, tact and interest with staff and all sectors of the public.
8. Physical ability to handle book bins, boxes of books and loaded book trucks
9. Basic knowledge of cash procedures
10. Commitment to continuous learning.
11. Valid BC driver's licence.

Drafted by:

Leslie Brecht, Director of Human Resources

Date:

Approved by:

Don Nettleton, Chief Executive Officer

Date:
