ANNAPOLIS VALLEY REGIONAL LIBRARY

Job Description

Job Title
Substitute Library Clerk

Classification
2023- $15.11-16.08/hour
2024- $16.78/hour

Reports to
Branch Manager

SUMMARY OF JOB
Under the supervision of a Branch Manager, is responsible for service to the public, library programming and is responsible for Branch operation in the absence of the Branch Manager.

DUTIES
Service to the Public
- Educates the public on library services
- Resolves concerns and complaints from the public and refers to a
- supervisor as appropriate
- Assists the public on the use of library technology
- Provides training and information on features of the library website and web
- catalogue
- Assists the public with the search for and selection of library materials
- Assists in the delivery of library events and presentations
- Assists the public with use of the facility and booking of space

Library Services
- Promotes and registers participants in selected library programs and events
- Registers patrons, creates, verifies and maintains library records
- Maintains library collections in good order
- Performs all circulation functions
- Assists in the unpacking and sorting of all items sent from the Administration Office and other library systems

Library Programming
- Delivers scheduled library programs for all ages
- Effectively supervises program participants
- Prepares program statistics and reports
- Prepares facilities for library programs and returns facilities to good order

Supervision
- Contributes to a positive work environment
- May be scheduled as shift supervisor

- Leads work-teams on tasks and projects

Other
- May fill-in for other staff as needed
- May work unsupervised for scheduled periods
- May drive library vehicles
- Performs other related duties as required

EDUCATION AND EXPERIENCE
Grade 12 plus the completion of a clerical training course or equivalent.
One year of experience in the library field.

KNOWLEDGE AND ABILITIES REQUIRED
Communication
- Practices conversation as a valuable means of exploring ideas and making sense together
- Communicates effectively using a variety of methods
- Communicates effectively with a variety of audiences and individuals from diverse backgrounds
- Selects and applies the most appropriate and effective communication skills to meet situational needs

Collaborative Relations
- Develops and maintains healthy relationships with others to achieve common goals
- Works collaboratively in teams or groups
- Demonstrates an aptitude for collective problem solving
- Practices informal leadership

Learning and Mindset
- Pursues a commitment to self-directed learning
- Manages the ongoing development of competencies and the advancement of one's career
- Anticipates and adapts to change with a sense of optimism and opportunity
- Pursues creative and innovative approaches to library service

Ethics and Values
- Demonstrates an active commitment to service that guides work performance
- Understands and acts in accordance with professional values and ethics of library service
- Demonstrate a strong work ethic and personal accountability
- Demonstrates loyalty and commitment to the organization

Laws, Policies, and Procedures

- Enforces the library's policies and procedures in the supervision of public service

Customer Service Champion
- Applies and models customer service skills to enhance the level of user satisfaction
- Applies effective techniques to address difficult situations with users
- Contributes effectively to the development and evaluation of standards and practices for the delivery of quality service

Service/Department Oversight
- Understands the operations of the service or department

Facilities
- Maintains a welcoming and user-friendly physical environment that encourages all community members to use library services
- Creates and maintains a healthy and safe environment for library users and staff

Community Relations
- Understands and supports community resilience and well-being

Customer Service
- Provides assistance to library users in a manner that is warm, welcoming, and respectful
- Facilitates requests for information and provides accurate and appropriate answers
- Demonstrates comfort in assisting library users with disabilities and accommodating special needs
- Demonstrates a good working knowledge of the full range of programs and services offered by the library
- Provides informal instruction and assistance to build skills of library users
- Demonstrates comfort in assisting users with the library's public access technology, peripherals, devices, and networks
- Demonstrates comfort in assisting users with personal portable devices
- Connects patrons of all ages with resources that encourage reading

Access Services
- Understands and executes the advanced operations of the circulation function
- Assists users in making the best use of the library

Reader's Advisory
- Assists users with choosing popular and recreational reading, viewing, and listening choices
- Develops strategies to stay well-informed as a readers' advisor

Reference

- Facilitates library users' requests for information
- Provides search and retrieval of requested information and presents results that are clear and of appropriate scope

Programming & Outreach
- In collaboration with AVRL administration and system-wide staff, delivers services to meet the needs and interests of children, young adults, and adults in the community
- Designs and implements outreach services and library programs for targeted groups that offer information, special skills or entertainment
- Develops and delivers engaging programs
- Delivers programs to achieve stated outcomes for children, young adult, and adult patrons

Basic Computer Literacy
- Performs basic functions of e-mail applications
- Performs basic calendar operations and task management
- Understands and uses basic computer hardware and peripherals
- Understands and performs basic operating system functions
- Understands and performs basic functions and tasks of common software programs
- Performs basic printing operations from common applications
- Demonstrates beginner-level proficiency with word processing programs
- Demonstrates beginner-level proficiency with spreadsheet programs
- Demonstrates beginner level proficiency with mobile devices

Intermediate Technology
- Demonstrates a general understanding of all the technologies utilized by the library: e.g. catalogue, website, social media, etc.
- Understands and uses the Internet and web based applications
- Performs basic information searches
- Understands common security protocols related to Internet use
- Understands and uses common social media tools
- Uses technology to share information, communicate, and collaborate