

ANNAPOLIS VALLEY REGIONAL LIBRARY

Job Description

Job Title

Substitute Library Clerk / Delivery Driver

Classification

Salary Band 2; Step 1

Reports to

Branch Supervisor

SUMMARY OF JOB

Under the supervision of a Branch Supervisor, is responsible for service to the public in the absence of permanent AVRL Staff.

DUTIES

Library Services

- Performs all circulation functions; check-in, check-out, sorting and processing holds and Same Page items, shelving, shelf-reading, etc.
- Registers patrons, creates, verifies and maintains library records.
- Promotes and registers participants in library programs and events.
- 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 on features of the library website and catalogue.
- Assists the public with the search for information and selection of library materials.
- Assists the public with use of the facility and booking of rental spaces.

Delivery Driver / Other

- May drive library vehicles to deliver materials to all branches.
- May fill-in for other staff as needed.
- May work unsupervised for scheduled periods.
- Performs other related duties as required.

EDUCATION AND EXPERIENCE

Grade 12, plus the completion of a clerical training course or equivalent.

KNOWLEDGE AND ABILITIES REQUIRED

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.

- Assists users with choosing popular and recreational reading, viewing, and listening choices.
- 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.
- Demonstrates comfort in assisting users with the library's technology.
- Understands and is capable of navigating all the core technologies used by the library: e.g. catalogue, website, social media, etc.
- Upholds the library's policies and procedures in the supervision of public service

Teamwork

- Communicates effectively using a variety of methods and with a variety of audiences and individuals from diverse backgrounds.
- Develops and maintains healthy relationships with others to achieve common goals; works collaboratively in teams or groups.
- 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.