



**Collingwood Public
Library**

Position Description

Public Services Clerk

Position Code:	78	Pay Band:	5
Division:	Public Services	Effective:	July 2007
Reports To:	Library Chief Executive Officer	Revised:	November 2020, August 2012
Direct Reports:	None	Status:	Permanent Part-Time

Position Summary

Reporting to the Public Services Supervisor, Public Services Clerks contribute to the overall effectiveness of the library by providing direct customer service to patrons. The position promptly responds to patrons in a courteous and professional manner through a variety of methods (e.g. in person, by telephone, email, etc.). The position performs a variety of circulation desk routines including checking in/out books and materials, establishing memberships, directing patrons to appropriate departments as required. The position promotes and supports library services, operations (e.g., ILLO) and events. The main duties and responsibilities of the position are in the areas of circulation, public services, and general library support.

Duties and Responsibilities

1. Circulation (50%)

- (a) Check books and materials in and out (including drop boxes) and renew materials.
- (b) Prepare and close circulation desk daily including ancillary customer service areas (e.g., main doors, kiosk, etc.).
- (c) Verify patron information and register and renew memberships.
- (d) Maintain and process requests (holds) and lists for high demand items.
- (e) Record ready reference statistics and visitor count statistics.
- (f) Review daily overdue reports generated by ILS, renew items when possible, contact patrons without email with regard to overdue items.

2. Public Services (25%)

- (a) Respond to directional and ready reference questions; in-person, telephone, e-mail and on-line.
- (b) Refer patrons to division staff as required.
- (c) Explain library policies and procedures to patrons as required.
- (d) Receive and record payment for revenue (e.g., overdue charges, membership fees, art sales, room bookings, bus passes and ancillary fees/passes).
- (e) Book patrons on public computer stations and assist patrons with basic technology issues (troubleshooting) including patron log-ins (WIFI), e-devices and downloads (e.g., laptops, e-readers, tablets)
- (f) Provide fax, photocopy and scanning services.
- (g) Promote and register patrons for library programs.
- (h) Refer difficult patron requests to Supervisor and inform patron of status of their enquiry.
- (i) Refer patrons to social service agencies, and local assistance.
- (j) Respond appropriately to patrons with Mental Health issues, accessibility needs.
- (k) Complete incident reports and maintain incident log book. Contact 911, direct emergency services when appropriate.
- (l) Direct patrons to online room rental procedures and provide assistance when needed.
- (m) Provide Accessibility assistance – assisting patron directly with needs such as doors, accessibility equipment daisy readers, magnifiers, assistive technology.
- (n) Maintain knowledge of Library services for newcomers (Click Connect, Mango, SPICE programs)
- (o) Provide Readers' Advisory services for patrons

3. General Library Support (25%)



**Collingwood Public
Library**

Position Description

Public Services Clerk

- (a) Provide interlibrary loan assistance to the Supervisor as assigned on a rotating schedule by responding to loan requests, creating Patron ILLO accounts, assisting patrons with the utilization of on-line patron initiated system (PILLO)
- (b) Receive ILLO shipments and process all data into ILS and VDX systems. Prepare shipping labels, package and deliver items to post office for shipment.
- (c) Assist "Books on Wheels" (BOW) Program by checking BOWs materials in and out.
- (d) Print Public Service brochures and forms as required.
- (e) Participate in shelving, shelf reading as availability allows.
- (f) Mend library materials as needed.
- (g) Promote library and municipal events and keep on-site patrons up-to-date with daily events.
- (h) Assist in membership database management including year-end purge.
- (i) Fill and maintain book displays

Work in compliance with the Highway Traffic Act, Occupational Health and Safety Act, WHMIS, applicable legislation, regulations, statutes and departmental policies/procedures/practices and operational guidelines. Ensure that all necessary personal protective equipment (e.g. safety boots, hard hat, reflective vest, gloves, hearing protection, eye protection, etc.) are used and are maintained in good condition.

Perform other related duties, as assigned, that are in accordance with job responsibilities and/or necessary departmental or corporate objectives.

Knowledge, Skills and Experience

- 1. OSSD or equivalent. Courses in library-related discipline, or willingness to enroll, an asset.
- 2. Certification in Mental Health First Aid, or willingness to obtain, an asset.
- 3. Six (6) months of related experience in customer service or business.
- 4. Familiarity with social service agencies, emergency services and referral procedures. Familiarity with the community and outlying areas an asset.
- 5. Good administrative, communication, interpersonal, organizational, time management, and public relations skills, together with the ability to use tact and discretion and to deal courteously and effectively with the public and fellow staff members.
- 6. Ability to multi-task, cope with interruptions and work under pressure to meet multiple deadlines, exercise discretion and good judgment particularly when handling highly confidential/sensitive information. Possess initiative and integrity.
- 7. Working knowledge of Windows and Microsoft Office applications and office equipment.
- 8. Possess a current Criminal Record & Judicial Matters Check (Level 2) with results satisfactory to the employer, and a valid standard first aid & CPR/AED Level C certification (or willing to obtain).

Physical Demands and Working Conditions

Physical Effort: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Some sedentary work with no undue fatigue that involves sitting, but may require standing or walking for periods of time. Individual must operate office equipment such as computers. Must have the ability to stand, sit, reach with hands and arms, and stoop, kneel, or crouch. Exposure to dust. (70%) Must be physically able to push, pull, lift, carry or otherwise move objects up to 10 pounds on a regular basis and exert up to 20 pounds of force occasionally. Must be able to move wheeled carts (push & pull) when loaded weighing up to 100 pounds (30%).



**Collingwood Public
Library**

Position Description

Public Services Clerk

Normal hours of work average twenty-five (25) hours per week and scheduled shifts include days, evenings and weekends. Flexibility in scheduling is necessary as there may be the occasional requirement to change shifts, work holidays and/or work extra hours as required/assigned.

Physical Environment: Work is conducted in a standard library environment. (100%)

Sensory Attention: Requires the ability to prepare and read a variety of reports, letters/correspondence, articles and professional literature, payroll forms, etc. Requires the ability to communicate effectively including explaining processes, instructions and speaking with groups of people. Periods of continual visual concentration. Requires the ability to utilize mathematical formulas and ability to coordinate hand and eyes rapidly and accurately in using equipment. (100%)

Stress: Limited mental stress, in normal situations with limited pressure where the seriousness of the outcome is limited. (85%) Occasional exposure to disgruntled members of the public. (10%) Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with emergency situations. (5%)

Contacts and Dimensions

Direct Reports:	0	
Indirect Reports:	0	
Total Employees Serviced:	0	
Other Working Relationships:	Position communicates regularly with staff, Town staff, couriers, patrons, parents, community groups/organizations, and the general public.	
Budget:	n/a	
Salary Budget:	n/a	

Review and Signatures

Employee Name (print): _____ Date: _____

Signature: _____

Supervisor Signature: _____ Date: _____

Manager/HR Signature: _____ Date: _____