

**Nipissing University
JOB DESCRIPTION**

JOB TITLE:	Library Clerk
DEPARTMENT:	Harris Learning Library
CLASSIFICATION:	Clerk A
WAGE GRADE:	20
EMPLOYMENT DEFINITION (STATUS):	Part-Time Support Staff (Up to 24hrs/wk, Evenings, Weekends, & Weekdays)(8 Months/year) - Contract
SUPERVISOR:	Manager, Archives and Access Services
DATE REVISED:	July 2019

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Archives and Access Services, the Clerk provides library service to students, faculty, staff and alumni of Nipissing University and Canadore College, as well as to community members. This service includes circulating materials, responding to telephone inquiries, directional assistance, collecting fines, and assisting patrons in the use of printers, microform reader/printers and photocopiers. The Clerk carries out opening and closing procedures. Other duties include shelf reading, shelving books, and other duties or projects as assigned.

DUTIES & RESPONSIBILITIES:

I) CIRCULATION DESK SERVICE AND ASSISTANCE TO PATRONS (70%)

- Sign library materials out to patrons; check in returned materials
- Check status of items for patrons, assist patrons with holds, requests, and recalls; place holds on eligible items when requested
- Process new materials
- Provide general and directional information to patrons, in person, phone, and e-mail
- Assist patrons in locating library materials, provide assistance with the library catalogue, refer patron inquiries to Info Desk staff
- Assist patrons in the use of printers, microform printers, photocopiers and Cash Card Manager Units
- Accept payment for interlibrary loans, overdue materials and lost books
- Room bookings
- Process library registrations
- Update item and patron records in the library's database
- Explain and advise patrons of library procedures

II) GENERAL LIBRARY MAINTENANCE AND OPERATIONAL PROCEDURES (30%)

- Opening and closing procedures (cash, lights, equipment, checking the building, general tidying before closing, unlocking at opening, locking at closing)
- Supply and troubleshoot printers, microform printers and photocopiers, correcting minor problems such as paper jams
- Shelf reading and shelving when required; general tidying and re-shelving of library materials
- Report technical and/or facilities issues to manager or designate; if appropriate submit a facilities request

Any other duties as assigned by supervisor

QUALIFICATIONS:

Education:

Library Technician Diploma or relevant college diploma.

Training and/or related experience may be substituted for formal academic training at the discretion of the University

Training & Experience:

- One full year of directly related library experience, preferably in an academic library
- Customer service training/experience

Knowledge / Skills required:

- Foundational knowledge of library principles and practices, intellectual freedom, ethics, privacy and confidentiality
- Strong customer service experience and values
- Basic computer skills
- Ability to work effectively as part of a team as well as independently
- Strong organizational skills and attention to detail with a high level of accuracy
- Adaptable and able to cope with fluctuating work flow
- Strong analytical and problem solving skills with ability to implement course of action or make recommendations within the scope fo the position
- Ability to apply good judgement and decision-making skills to implement course of action or make recommendations within the scope of the position
- Strong and effective written and oral communication skills
- Effective interpersonal skills
- Broad general knowledge to understand patrons' needs and provide assistance
- Familiar with the use of library equipment and basic troubleshooting for photocopiers, microform printers and computers

POSITION RELATIONSHIPS:

Supervised by: Manager, Archives and Access Services

INTERPERSONAL RELATIONSHIPS/PERSONAL CONTACTS:

- Students, staff and faculty (Canadore College and Nipissing University)
- Community members

MATERIALS UTILIZED:

- Computers, photocopiers, printers, fax machine, telephone
- Microform reader and printers
- Cash Card Manager Units and dispenser
- Cash register

PHYSICAL DEMANDS:

- Visual and mental concentration
- Moderate physical effort, frequent changes from sitting to standing to walking, and some stooping, bending, carrying, stretching, lifting and climbing
- Push and pull heavy trolleys of books

WORKING CONDITIONS:

- Pleasant surroundings; public area; shared open office space
- The main location of work will be at the Harris Learning Library but the clerk may also be scheduled to work at the Commerce Court campus.
- Flexibility is necessary to meet operational requirements. Hours of work will be primarily evenings and weekends with some daytime shifts.

I have read my job description and it has been reviewed with my supervisor. I understand my duties and functions, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Human Resources Representative

Date