

**TOWNSHIP OF CRAMAHE
PUBLIC LIBRARY**

JOB DESCRIPTION

Job Title: Library Assistant

Responsible to: CEO and Library Manager

Job Summary: The person in this position is responsible for the day-to-day operations of the library's front desk, (either Castleton and/or Colborne libraries as required), especially as much of the work will be performed without direct supervision

Responsibilities:

1. Front Desk Duties:

- a. Open and lock up the library branch, as scheduled, ensuring all necessary opening and closing protocols are followed
- b. check in/out of library materials (circulation duties)
- c. maintain membership records
- d. assist patrons to find appropriate library materials and information
- e. assist patrons with reference related research
- f. orient and assist patrons with computers, the internet (e.g. Goyt website navigation, or email navigation) and other library electronic resources (databases) orientation
- g. assist with and troubleshoot IT related requests from patrons
- h. respond to incoming telephone calls
- i. process incoming/outgoing interlibrary loans, notify patrons of interlibrary loans
- j. notify patrons of reserves
- k. check and answer emails and/or forward emails to appropriate people
- l. handle cash-flow at front desk and regularly notify CEO to pick up cash for safe
- m. collect and record statistics
- n. maintain reserve/hold system for patron requests
- o. When checking out patron materials – check for overdues and renew where appropriate
- p. deal with patron complaints and requests but if complaints or requests are beyond the Library Assistant to resolve forward/direct to CEO and Library Manager
- q. shelve circulated materials daily, where necessary or supervise Library Pages and volunteers who shelf
- r. shelf read the collection regularly to ensure all materials are in the correct order and appropriately displayed, or designate and supervise volunteers or Library Page
- s. Design and create library resource shelf displays and signs
- t. Create – through Library Aware or Publisher, virtual & print real flyers, as necessary, or inform library staff trained to do so
- u. ensure sanitation of front desk area as required by Library Health & Safety policies
- v. Assist with weeding (when trained)
- w. Assist patrons with curbside services (including reader's advisory)
- x. Post to social media as necessary – as directed by senior staff

2. Other Duties

- a) Supervise Library Pages and Volunteers when appropriate
- b) Assist with *special projects* as designated by Library Manager or CEO
- c) Assist with other *regular* duties as assigned by Library CEO or Manager, for example, be responsible for a special project

Qualifications/Education:

High School Graduate or equivalent, but post-secondary qualification would be an asset

Public Library experience preferred or "transferable skills"

Good organizational, communication and teamwork skills

Computer skills sufficient to perform the functions of the Library's automated Library system and a thorough knowledge of standard Office software packages; Word, Excel, ~~Powerpoint~~.

Excellent "People" skills essential

Social Media Skills and other technology skills are an asset

Clean Criminal Record if over 18 years ~~old~~ (this is asked for every position) The Library Board will pay the fee for this.