

Job Title: Casual Library Clerk/Program Assistant

Reports to: Library Manager

Oversees: Work Experience Students and other Volunteers

Duties and Responsibilities

Patron Services

- Greet and assist Patrons in a professional and friendly manner
- Provide Library orientation and instruction to Patrons
- Assist Patrons in finding reference materials, e-resources, library items, etc.
- Assist where required in delivering programming
- Issue/renew/update library memberships
- Answer telephone and email inquiries
- Place item requests for Patrons when needed
- Assist patrons with e-resources, trouble-shoot simple device problems
- Represent the Library at community events when required
- Ensure that Patron records are kept confidential in accordance with FOIP laws

Item Handling

- Check-In and Check-Out Items
- Check for damage when material is returned
- Process and Package items for other libraries
- Sort and shelve Thorsby Municipal Library items
- Fill hold requests each day of work

Clerical & Other

- Assist Patrons with photocopying, scanning and basic computer use
- Assist in preparation of displays
- Create Word or other documents when needed
- Collect payment for membership fees, fines, photocopying, etc.
- Access training offered from Manager, YRL, on-line
- Attend conference and workshops when offered
- light lifting may be required (15 kg)

Programming

- Plan, deliver, and evaluate programs according to library's plan of service
- Record data around library services
- Promote library programs by poster, newsletter, and social media

Qualifications

- Computer and Customer Service skills
- Ability to work as part of a team
- Current Police Record Check and Vulnerable Sectors Check
- Knowledge of Library services (E-resources, item ordering, etc.)