

Cavan Monaghan Libraries

Library Clerk	
Date 2007 Revised April 2012 Revised June 2017 Revised January 2023	Immediate Supervisor: Branch Librarian

The Library Clerk is responsible for assisting with customer service, collection maintenance and technology assistance.

Customer Service

- Act as a public relations officer, and as such, advocate on behalf of the CM Libraries in the community
- Provide Library Users with assistance as required. Examples include:
 - Information about the CM Libraries and its services
 - Find/suggest new reading material or DVDs
 - How to use the Public Access Computers and/or personal mobile devices
- Troubleshoot/assess computer problems and refer to appropriate colleagues as necessary
- Create promotional material such as newsletters and bookmarks
- Create and edit memberships for new and existing Library Users
- Check in / check out material at the circulation desk
- Contact Library Users regarding overdue material holds, etc.
- Accept, complete and record cash transactions
- Exercise judgment and discretion as required to meet identified customer issues
- Keep the public and administrative areas tidy
- Other duties as assigned

Collection Maintenance

- Receive and sort new library material
- Delete and de-process weeded library material
- Repair, shelve and maintain library materials
- Process catalogued library material

Contacts and Human Relations

- Interact with Library Users in person, on the telephone or by email
- This position provides no direct supervision to the other permanent library employees
- In the absence of other permanent library employees, this position directs volunteers and summer students

Conditions of Employment

- Required to be a key-holder; to open and close the building
- Required to sign confidentiality agreement
- Required to provide a valid Police Records Check when requested
- Required to take continuing education courses, attend workshops and webinars to remain current with technology and library practices
- Required to work in either branch as needed
- Required to work extra hours if needed

Working Conditions

Exposure to normal office environment with frequent interruptions

Visual acuity and mental concentration with respect to details are required

Required to lift up to 22.5kg

Bending and reaching is required to shelve material

Qualifications

Knowledge and skills

- Grade 12 diploma or equivalent
- Experience in library setting will be considered an asset
- Strong skills in using computers, common software programs, mobile devices
- Ability to use internet effectively for retrieval of accurate information
- Excellent written and verbal communication skills
- Excellent interpersonal and organizational skills

Attributes

- Customer service oriented
- Enthusiastic about learning and adopting new technologies
- Enthusiastic about assisting Library Users in the use of technologies
- Team player
- Able to remain calm and focused despite frequent interruptions
- Understanding and respectful of Library Users' need for confidentiality