



Township of Russell Public Library **Bibliothèque publique de la Municipalité de Russell**

Position Title: Customer Service Assistant

Service: Public Library

Reports to (Title): CEO

Under the authority of the Library CEO and under the supervision of the Branch Head, the incumbent is responsible for assisting in the delivery of Library services to the public.

OVERVIEW / JOB SUMMARY:

Township of Russell Public Library provides accessible, innovative library and information services throughout the township. There are two library branches; Embrun and Russell.

The Public Service Assistant is responsible for customer-centric public library activities, programs and services at both branches.

You are responsible for: providing information, reference and readers advisory services in the Library and/or the community and/or nursing homes and other locations; providing circulation and shelving services in the Library and/or the community and/or nursing homes and other locations; performing routine collection maintenance duties; and promoting Library services.

You may be the person in charge for the day-to-day operation of the library branch.

Work is performed within the context of the policies and framework of the Library corporate culture as embodied in the Mission/Vision Statement, Core values, Strategic pillars and the Canadian Federation of Library Association position statement on Intellectual Freedom with particular emphasis on providing customer service excellence.

PRIMARY ACTIVITIES / KEY RESPONSIBILITIES

Time spent on the following activities may vary by location.

1. Provides information, reference and readers advisory services in the Library and/or the community and/or nursing homes and other location by:
 - providing direct customer service, answering library user queries;
 - advising library users in their selection of material;
 - requesting materials for library users;
 - assisting library users in the use of the catalogue and other information and research tools;
 - assisting with the preparation of readers' advisory tools;
 - referring difficult queries to senior staff;
 - assisting and instructing library users in the use of computers and other library equipment (e.g. microform readers, printers, photocopiers, scanning, faxing, iPads, 3D printers, Bibliotheca Self Check Out Kiosk, etc.); and,
 - supporting customers in the use of various technologies, trouble-shooting technical problems, and in the development of digital literacy skills.
2. Provides customer services in the Library and/or the community and/or nursing homes and other locations by:
 - responsible for Library opening and closing procedures as assigned.
 - checking library materials in and out by entering transaction records into the Library's computer database or renew library items, using a keyboard and scanner;
 - registering new/renewing borrowers, and verifying customer account details (update when prompted), and resolving complaints resulting from such activities;
 - filling requests for new acquisitions and Interlibrary Loans
 - collecting system-generated fines and other fees from Library users;
 - answering general inquiries by phone and in person, such as explaining Library circulation policies regarding overdue materials, reserving library materials and related policies; and,
 - providing shelving duties.
3. Performs routine collection maintenance duties by:
 - changing collection codes or status as required; and,
 - recommending items for addition, retention, repair, disposal or replacement and physically prepares items based on established policies and procedures.
4. Promotes Library services at the library and/or in the community by:

- conducting tours and orientation sessions on the use of Library resources; presenting programs;
 - delivering and hosting all ages (children, youth reading activities, adult, kids programs with speakers/authors; and,
 - creating and organizing monthly/bimonthly book displays in the Library or in the community to promote Library services (e.g. Story walk, Seed Library Inventory).
5. May be the person in charge of the day-to-day operation of the library branch.
 6. Works in accordance with applicable health and safety legislation, policies and procedures, and all other legislation, policies and procedures relevant to the work.
 7. Performs other related duties consistent with the duties outlined above.

EDUCATION AND EXPERIENCE

College diploma in a field related to Library, Information technologies or Child & Youth Studies.

Minimum of one (1) year related experience.

Available evening and weekends.

KNOWLEDGE

- Adult/children's literature in a variety of formats, readers' advisory services, trends in reading, literacy and library programming.
- Reference resources in print, microform and electronic formats and of current developments in reference services.
- Electronic database and other bibliographic searching techniques.
- Principles of collection development and maintenance.
- Methods and techniques for sorting and shelving library materials according to alphabetical, Dewey Decimal or other prescribed sequence and procedures.
- Library circulation procedures and practices.
- Knowledge of multiple technology platforms (e.g. tablets, phones, e-readers, Android, Apple, etc.) as it relates to library offerings
- Methods and techniques of responding to inquiries and resolving patron complaints.
- Desktop applications, internet services to the extent where it may be required to demonstrate such usage to colleagues or library patrons.
- General knowledge of library policies and procedures.
- Knowledge of applicable health and safety legislation, including the rights and duties of workers.

SKILLS, COMPETENCIES AND ABILITIES

- Language requirements: bilingual essential.
- Exercise effective judgement and independent decision-making capabilities.
- Customer service orientation, including the use of tact, discretion and confidentiality
- Ease of comfort with technology.
- Ability to work effectively as a team member.
- To carry out a range of circulation activities, including registration, collecting fees, and to respond effectively to a range of library service inquiries and resolve complaints.
- Data entry, retrieval and keyboarding skills including use of standard office equipment and operation of an IBM compatible computer in Microsoft windows.
- Strong interpersonal skills, ability to deal with the public and handle problems as they arise.
- Ability to think quickly.
- Ability to learn on the job and apply learning to new technologies as required.
- Ability to create and design thematic displays.
- Ability to handle and account for cash and to prepare bank deposits.
- Perform multiple tasks concurrently.
- Attention to detail.
- Flexibility, ability to adjust priorities.
- To perform routine clerical tasks.
- To perform routine manual tasks and maneuver book carts and lift boxes up to 40 pounds.

Working Conditions

Three variables to be considered: intensity, duration and frequency. It is assumed that all appropriate measures have been taken to eliminate or minimise undesirable working conditions; what remains is unavoidable.

Physical effort: Jobs require different levels of physical activity that vary in intensity, duration and frequency, that produce physical stress or fatigue. Examples: lifting, stretching, pulling, pushing, climbing, walking, carrying, and working in awkward positions.

* Standing or sitting in one comfortable location much of the time in a comfortable location. Occasionally required to stoop and lift or handle light material.

☐ Required to stand/walk most of the time and perform some work in awkward positions. Material of moderate weight may have to be used to be carried.

☐ Physical effort required for lifting, pulling, and similar activities is considerable, and the activities are performed some of the time in awkward or confined space.

☐ Requires constant strenuous physical activity of various kinds often at the same time, such as climbing with a heavy, awkward load. Work usually takes place in difficult positions and/or confined space

Physical Environment: Jobs have different degrees of exposure to varying intensities or to unavoidable physical and environmental factors which may increase risk of accident, ill-health or discomfort.

* Work is generally performed in a comfortable environment, with some exposure to dust, dirt or other conditions that could produce mild discomfort. Possibility of accident or ill health is very remote.

☐ Some exposure to various conditions that could produce considerable discomfort and/or moderate risk of accident or ill health.

☐ Regular exposure to various conditions that could produce extreme discomfort and/or substantial risk of accident or ill health.

☐ Constant exposure to hazardous substances, equipment and/or situations that would cause extreme risk of accident or ill health.

Sensory Attention: Jobs may require concentrated levels of sensory attention that can vary in intensity, duration and frequency. Examples: auditing, inspecting, operating mechanical equipment, monitoring video display terminals, or proofreading.

- ☐ Generally, normal use of seeing and hearing with little need to focus particularly on what is happening.
- ☐ Moderate need for attention with concentrated use of two or more senses periodically, but not excessively.
- * Noticeable requirement for concentrated application of at least two senses and probably a need to coordinate the use of various senses.
- ☐ Extreme demand for the use two of more senses with a high level of their coordination. Strong need to focus simultaneously on several events or changing factors and react accordingly.

Mental Stress: Jobs may include progressive degrees of exposure to factors in the work processes or environment which may increase the risk of tension or anxiety. Examples: travel requirements, work repetition, lack of control over work schedule.

- ☐ There are few if any deadlines or other pressures. Work is somewhat repetitious. Could have some mildly unpleasant social contacts.
- * Some pressure from deadlines however not persistent. Work might be repetitious. Likely to have mildly unpleasant social contacts.
- ☐ Noticeable pressure from deadlines and simultaneous priorities. Some disruption to family/social life on a regular basis. Concern about dangerous situations occurring or environment is common.
- ☐ Conflicting demands or priorities. There may be emotional situations, possible exposure to public criticism, confrontation, concern about danger to self or others.

Approvals

Department Head

Date

Chief Administrative Officer

Date

For Human Resources use only

Revision Date:

Date Submitted to consultant:

Initials: