

Title: Library Assistant **Date:** July 17, 2018
Service: Public Library
Reports to (Title): CEO

Position Summary – Major responsibilities:

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.

Major activities and responsibilities:

1. Perform various tasks relating to the delivery of library services to the public: loans and returns, subscriptions, reservations, accounting operations, reader assistance, computer lab and Internet access service, fax and photocopy services, parish and municipal archives, filing, shelf reading.
2. Enter data (loans and subscriptions) in the computer system.
3. Physically prepare items in accordance with current policies and procedures and perform required repairs.
4. Take part in the delivery of children and youth reading activities (story time, reading clubs).
5. Provide library services under the Library's home access program.
6. Participate in the update of the community calendar and of the list of community organizations in the Library's website.

(see **Major activities and responsibilities - cont'd**)

Knowledge, skills and specific abilities:

- Secondary school diploma.
- Computer and Internet knowledge.
- Experience working in a library.
- Availability evenings and weekends.

Language requirements:

- Very good knowledge of spoken French and English.
- Good knowledge of written French and English.

Scope: Number of employee reports	0
Operating budget	\$ <u>0</u>
Other	\$ <u>0</u>

Approvals

_____ Incumbent	_____ Date	_____ Supervisor	_____ Date
--------------------	---------------	---------------------	---------------

Major activities and responsibilities (cont'd)

7. Take part in the development of press releases and promotional material and help to maintain communications with regional media.
8. Assist in the management of inter-library loans (ILLs), overdues and reservations.
9. Manage the inventory of specialized supplies and copies of forms.
10. Perform all other related tasks as required.

Knowledge, skills and specific abilities (con't)

- Client services skills.
- Interpersonal skills and ease in communicating with the public.
- Autonomy and sense of responsibility.
- Dependability.
- Attention to details.
- Capacity for teamwork.
- Ability to perform several tasks simultaneously and to work under pressure.

Working conditions: For each factor, *intensity, duration and frequency* must be taken into account. It is assumed that all appropriate action has been taken to eliminate or minimize undesirable working conditions; *what remains is inevitable.*

Physical effort: Physical tasks required for job performance vary in intensity, duration and frequency, or in one or the other, resulting in various levels of physical stress and fatigue. Examples: lifting, stretching, pulling, pushing, climbing, walking, carrying, working in abnormal positions or other unusual situations.

- * The incumbent must remain standing or seated in a comfortable position, most of the time in a comfortable interior. It may be required to bend down and to lift or handle light items.
- The incumbent must spend most of the time standing or walking and must perform duties in an uncomfortable position. It may be required to use or carry items of average weight.
- The physical effort required to lift, pull and perform other similar tasks is considerable, and work is sometimes performed in an uncomfortable or restricted space.
- The incumbent is constantly engaged in several very demanding physical tasks simultaneously, for example climbing with a heavy or cumbersome item. Work is normally performed in difficult positions or in a restricted space.

Environment: Job performance may entail different degrees of variable intensity exposure to inevitable physical and environmental factors causing discomfort or a risk of accident or illness.

- * The environment is generally comfortable. The incumbent is exposed to a bit of dust or dirt or to other conditions that could cause slight discomfort. The risk of accident or illness is rare.
- The incumbent may be regularly exposed to various conditions that may cause considerable discomfort or an average risk of accident or illness.
- The incumbent is regularly exposed to various conditions that may cause extreme discomfort or a great risk of accident or illness.
- The incumbent is exposed to dangerous substances, situations or equipment to the point of running a very high risk of accident or illness.

Working conditions: For each factor, *intensity, duration* and *frequency* must be taken into account. It is assumed that all appropriate action has been taken to eliminate or minimize undesirable working conditions; *what remains is inevitable.*

Sensory attention: Under this measure, sensory attention, varying in intensity, duration and frequency, is required for job performance. Examples: verifying data, inspection, operation of devices, supervision of video display terminals, proofreading.

- Generally speaking, all that is required is the normal use of eyesight and hearing, and the need to concentrate on special environmental factors is nonexistent or very slight.
- Some environmental events or factors call for a certain degree of attention by the periodic use of at least two senses, but the requirement is not excessive.
- * The requirement for using at least two senses is obvious, and it will probably be necessary to coordinate the use of these senses.
- The need for sensory attention is very high and requires the use of two or more senses, and the requirement for a high degree of coordination of these senses is highly probable. It will undoubtedly be necessary to concentrate simultaneously on several changing events or factors, to coordinate “messages” and to react.

Psychological stress: Job performance may entail exposure, varying in intensity, to factors that increase the risks of tension or anxiety. Examples: lifestyle disruptions caused by work schedules or travel, boredom resulting from repetitive work, lack of control over the pace of work.

- Jobs at this level are only very slightly exposed to factors that may cause psychological stress in most people. Work is somewhat repetitive. These jobs may require some slightly unpleasant social contacts.
- * Marked pressure exists due to tight deadlines or to production or accuracy requirements. Unpleasant social contacts or concerns due to unpleasant situations are probable. Work may be very repetitive.
- The incumbent may experience considerable psychological stress due to controversial situations or pressures exerted by simultaneous priorities. Family or social life is regularly disrupted. Concerns about the risk of dangerous situations or environments are common.
- The incumbent may experience troubling emotional situations, be exposed to criticism from the public, experience confrontations, have concerns over personal safety or the safety of a third party, face conflicting requirements or priorities and legitimately fear possible stressful situations that may have serious consequences.