



SIX NATIONS PUBLIC LIBRARY, Est. 1966

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POSITION TITLE: CLERK (Full or Part-time)

REPORTING RELATIONSHIP

Reports to the CEO of Six Nations Public Library.

POSITION SUMMARY

The Library Clerk is the primary professional front line staff responsible for circulation needs; customer service; and reinforcing the policies, values and commitment through interactions with customers. Under the general supervision of the CEO, the Clerk performs professional and technical work in operating and maintaining the library.

RESPONSIBILITIES:

The Library Clerk performs front-line customer services including:

- the circulation of materials,
- placing holds,
- registering new customers,
- handling money,
- providing basic reader's advisory and reference information,
- answering and/or referring telephone requests,
- instruction of customers on the use of library equipment/materials,
- providing roving (roaming) point-of-use personalized customer service,
- cleaning of the public areas of the building,
- occasional larger cleaning and reorganization projects in the building and grounds,
- and completion of daily activities worksheets.

This staff is responsible for the functioning and maintenance of the Library in the absence of the CEO. Cataloguing within the ILS is a responsibility of all Clerks and is part of the daily task lists. The assistance by the Clerk with other projects and duties may be assigned including special cataloguing, special exhibits, events, committee meetings, and presentations.

CLERKSHIPS:

To best meet the needs of the Library there are different Clerk positions with a differentiation of service priorities. These include the Circulation & IT Clerk, Cataloguing Clerk, Programming Clerk, and Digitization Clerk. Each are professional positions within the Library and are responsible to the same broader tasks listed above, but also have additional specializations. Determination of these differentiated Clerkships will be identified within the Staff Contract. If no differentiated Clerk is listed, then the following do not apply.

Circulation & IT Clerk: This position is a full-time Circulation position. This Clerk will also be responsible for the ILLO, Circulation Desk organization, maintenance of the room bookings schedule, and the establishment and supervision of norms in processing of materials. This Clerk will provide supervision and direction to other Clerks, staff, and volunteers. Additionally, this Clerk will be responsible for the general IT needs of the public systems including problem solving, purging superfluous files and programs, and physical cleaning of the systems. Recommendations and task lists for improving monitoring of the IT will be a responsibility of this Clerk, as will the instruction of staff to proper circulation desk protocols. An average day Key Activities include:

- Assisting Patrons/Customer Service (50%)
- Cataloguing/Processing Materials (30%)
- Computer Maintenance (5%)
- Administration for Front Desk (5%)
- Computer Programs (5%)
- Cleaning (5%)

Cataloguing Clerk: This position may be a full-time or part-time position. This Clerk will have the primary responsibility of cataloguing, both in MARC and Dublin Core formats. Cataloguing may include original cataloguing or importing records. Regular front desk coverage may be part of the duties assigned to this Clerk. An average day Key Activities include:

- Cataloguing/Processing Materials (85%)
- Assisting Patrons/Customer Service (10%)
- Cleaning (5%)

Programming Clerk: This position may be a full-time or part-time position. This Clerk will also be responsible for planning and implementing programs for youth preschool through high school, adults, and seniors. This Clerk will promote said programs, utilizing Library Branding and following approval of the CEO, and may include shift work and off-site scheduling. When not involved with programming, planning, or other program needs, this Clerk will have primary responsibilities of a Clerk. An average day Key Activities for a full-time position include:

- Planning Programs (20%)
- Running/Coordinating Programs (40%)
- Assisting Patrons/Customer Service (15%)
- Cataloguing/Processing Materials (15%)
- Cleaning (5%)
- Attending Community Committee Meetings (5%)

Digitization Clerk: This position is primarily a part-time position, but may be full-time when grant support is present. This Clerk will also be responsible for Digitization of all materials identified by the CEO. This may include specialized days such as Digitization Days, materials on loan, Library materials, or specialized importing of items from off-site. This Clerk is responsible for the safety and security of both the original item and the digitized records. Instructions, permissions,

MOUs, and Library protocols must be followed at all times. When not involved with Digitization, this Clerk will have primary responsibilities of a Clerk. An average day Key Activities include:

- Scanning and Digitizing Materials (55%)
- Cataloguing/Processing Materials (35%)
- Assisting Patrons/Customer Service (5%)
- Cleaning (5%)

EDUCATION, SPECIFIC TRAINING, and RELEVANT WORK EXPERIENCE:

SNPL will train new Clerks for Library specific knowledge when required; however the following list is inclusive for a successful Clerk:

1. Knowledge, skills and abilities are acquired through a combination of education and experience;
2. A diploma or certificate in library techniques or records management is preferred;
3. All full-time Clerks must have either a Library relevant degree, diploma, or certificate or be enrolled in such a program such as the OLS EXCEL Certificate;
4. Previous academic or work experience providing knowledge of the library principles, organization, operations, procedures, and reference materials is a plus;
5. Must have working knowledge of computers, MS Office Suite (including Word, Excel, and PowerPoint), Internet searches, and database searches;
6. Must be confident in working with electronic devices such as laptops, smartphones, e-readers, tablets; Android and iOS systems;
7. Must be able to demonstrate strong public relations skills, interpersonal, verbal and written communication skills; and
8. The ability to demonstrate strong organizational skills.

JUDGEMENT and INDEPENDENT ACTIONS:

Clerks are responsible for daily judgment and independent actions to a limit. Ultimately the CEO is responsible for all activities and managerial decisions within the Library, but the day Clerk may also be accessed for decisions regarding judgment.

Clerks are responsible for remaining active throughout the day. The majority of judgment and independent actions by Clerks pertain to how to fill a shift with a variety of needs to the Library.

These may be suggested or required by the CEO. Such judgments include:

- Daily front end decisions;
- Order of activities within a day;
- Daily cleaning scheduled;
- Additional cleaning lists and project tasks;
- Limiting/Increasing patron record access due to the patrons history;
- Scheduling webinars or other free online training;
- Contacting maintenance for replacement parts or repairs;
- Ordering toner, sending in photocopier count, ordering repairs on the photocopier;
- Assigning Pages task lists for shifts;
- Contacting OLS for inquiries and problem solving pertaining to JASI or E-Resources;
- Ordering water delivery;

Clerks must seek CEO approval for:

- Purchases of supplies including programming supplies;
- Overtime or lieu time banking/usage;
- Registering for training which includes registration fees, travel, or out of Library time;

PROBABLE IMPACT OF ERRORS:

The primary impact of errors associated with the Clerk positions are as follows:

- **Confidentiality**—any staff who does not protect the records or data of the Library and their patrons may cause a breach of confidentiality. This may result in injury to the patron or legal action against the staff and Library.
- **Loss of Materials**—any staff who is not vigilant within the Library, or who does not properly log materials within the Integrated Library System (ILS) may cause a loss of materials.
- **Loss or Damage of Property**—any staff who is not vigilant on maintaining the premises and closing procedures of the facility may cause a loss of personal or library property.
- **Personal Injury**—any staff, especially the Desk Clerk and Programmer, who does not properly supervise patrons and program participants, risks personal injury to themselves or the patron/participant.
- **Financial Loss**—any staff who does not properly safeguard the cash of the Library risks theft of petty cash and loss of revenue for the Library.
- **Discontinuity with the Actions of the Board**—Pertaining to Awareness and Familiarity with Organizational Documents, it is the responsibility of the Clerk to review, question, and be mindful of the Library’s organization documents. Without knowledge of these documents, the Clerk cannot complete their job properly, which will result in both poor practices and performance reviews. These include but are not limited to:
 1. Mission and Values
 2. Core Competencies
 3. Strategic Plan
 4. Policies and Procedures
 5. Manuals
 6. Action Plan

SUPERVISION OR DIRECTION EXERCISED:

All Clerks have limited supervisory responsibilities. These include shift supervision of:

- Pages
- Volunteers
- Interns
- Co-Op students

Clerks may be requested by the CEO to provide feedback for evaluation, discipline, or other reporting, but will not be required to complete these roles themselves. Clerks have a primary responsibility to supervise the building, collections, property, and public. Any issues or concerns should be handled immediately with the day Clerk and/or CEO informed or requested for assistance, as well as the Police via 911.

WORKING RELATIONSHIPS:

With the CEO

Receives direction and guidance in providing professional services, administrative responsibilities regarding the daily operations of the Six Nations Public Library.

With Other Staff

Promotes courtesy, cooperation and teamwork with all staff; and fosters a respectful work environment.

With External Agencies or Groups

Represents and promotes Six Nations Public Library interests relative to library related initiatives; seeks advanced permissions, values, or statements from the CEO; seeks to develop sound professional working relationships.

With the Public

Represents and promotes Six Nations Public Library interests in a courteous manner, provides information and advice as requested. This includes both on and off-shift, as the Clerk is an identifiable representative of the Library throughout the community.

WORKING CONDITIONS:

Expected Working Environment—The expected working environment of the Library are that of a public service, office setting. A Clerk can expect:

- Meeting with and serving the public including difficult people;
- Basic money math;
- Use of LCD monitor on PCs for an average of 60-80% of shift;
- Occasional lifting in excess of 20-40 pounds;
- Sitting for approximately 50% of shift;
- Walking between multi-level, non-accessible floors;
- Exterior lifting such as shoveling (as necessary);
- Limited contact with aggressive patrons, which may include physical threats to self or others;
- Occasional contact with community and patrons who are intoxicated, on substances, and potentially violent; and

Equipment—A Clerk can expect to use a variety of office equipment including:

- Photocopier / Scanner / Fax machine – all-in-one
- PC and laptop (Microsoft operating system & iOS)
- Tablet and smartphone
- Scanner
- Laminator
- Cri-cut paper press
- Microform reader
- Paper cutter

- Vacuum

Appearance—As the Clerk is the primary face of the Library, they should be professional in dress, appearance, and attitude. The Clerk may participate in dress down days or dress down for task specific work, such as heavy cleaning days, but should otherwise attend work in business casual dress or better, and be appropriately prepared for the workplace tasks of the shift.

COMMITMENT TO OUR LOCAL COMMUNITY:

All employees are required to demonstrate a commitment to the community of Six Nations. The Six Nations Public Library Board and CEO will demonstrate this commitment by giving priority for employment to Six Nations members, followed by other local First Nations applicants.