

Job Description

Prepared: January 2018

Reviewed: September 2021

Reviewed By: CEO/Chief Librarian

Position Title:	Assistant Librarian
Department:	Hanover Public Library
Reports To:	CEO /Chief Librarian
Supervises:	Directly: Customer Service Assistants Summer Programme Assistants Library Pages Volunteers Indirectly: None
Position Status:	Full Time or Job Share
Location:	Hanover Public Library, 451 10 th Ave. Hanover, ON N4N 2P1
Pay Method:	Salary
Normal Work Week:	35 hours per week

Position Summary

The Assistant Librarian is responsible for providing the full scope of library services to the public, employing excellent customer service skills. The Assistant Librarian is responsible for interlibrary loans, adult collection management & development, and programming for adults and provides support for the public using computers and the Internet. The Assistant Librarian works in a team assisting the Chief Librarian with planning, organization, management and administration, in assigned areas of responsibility.

Duties and Responsibilities

Operations

- a) Greets and assists library users in a cheerful and welcoming manner, employing effective customer service skills.
- b) Upholds the Library's standards and contributes to a positive image.
- c) Acts as a resource for people. Provides assistance with reference and information as well as computer, internet, microfilm, fax machine and photocopier use. Informs library users of Library conduct and borrowing policies, enforcing them when appropriate.
- d) Responds to phone and electronic communications in a helpful, courteous and professional manner.
- e) Informs Library users of Library Conduct and Borrowing Policies, enforcing them when appropriate.

- f) Participates in the staffing of the circulation desk including checking in and out of materials, enrolling new members, assessing and collecting fines, enrolling people in programmes, selling items and receiving payments, creating and updating membership records, recording inter-library loans, etc.
- g) Sets up cash register, takes payments, issues receipts, operates cash register and payment machine, counts and balances contents of cash register.
- h) Manages exam invigilation service.
- i) Responsible for planning, development, organization and implementation of adult programmes and events.
- j) Responsible for community outreach initiatives, marketing, promotion, print and radio media communication for events and programmes.
- k) Responsible for creation, modification, quality and consistency of catalogue records in automated library system database, applying international library standards and rules.
- l) Creates and ensures accuracy and currency of members' personal records and their safe and confidential storage.
- m) Manages the Interlibrary Loan (ILLO) functions using an online system, monitors online system and reports, and prepares shipments, processes deliveries and user requests.
- n) Responsible for security when opening and closing the library on weekday shifts and the entire Civic Centre on some weekend shifts.
- o) Collection development: selects and orders books and AV materials for adult collections, with input from other staff and the public. Ensures a wide variety of appropriate materials are included in the collection to meet the needs of the community.
- p) Oversees receipt and inspection of ordered stock and materials, verifies accuracy and reconciles discrepancies.
- q) Responsible for assessing and weeding the adult collections to remove outdated or unused materials.
- r) Participates in selection of donated materials for library stock or appropriate disposal.

Human Resources

- a) Assists supervisor with selection and interviewing of staff and volunteers.
- b) Supervises Customer Service Assistants, Summer Programme Assistants, Library Pages, and Volunteers.
- c) As part of a team approach, the Assistant Librarian shares Library management and supervisory responsibilities with other senior staff.

Spending, Budgets & Internal Control

- a) Researches and writes applications for grant funding; seeks and secures sponsorship and donations.
- b) Monitors and adjust budget allocation for adult material collections (Books, Audio, Video) using monthly and annual performance measures.

- c) Provides input and recommendations to policy formulation, resource and budget allocation.

Health & Safety

- a) All employees have the responsibility to work in a safe manner and report any health, safety or environmental concern to their manager or supervisor in a timely manner. Employee responsibilities for Health, Safety and Environment include:
- Work in compliance with organizational health, safety and environmental procedures.
 - Report any unsafe conditions or unsafe acts.
 - Ensure that the required protective equipment is used for the assigned tasks.
 - Attend all required health, safety and environmental training.
 - Report any accidents/incidents to supervisor.
 - Assist in investigating accidents/incidents.
 - Refrain from engaging in any prank, contest, feat of strength, unnecessary running or rough and boisterous conduct.
- b) All supervisors are responsible for promoting, monitoring and enforcing work practices which support the prevention of workplace illness and injury, as well as protection of the environment. Supervisor responsibilities for Health, Safety and Environment include:
- Ensure that equipment, materials and protective devices are functioning in a safe manner.
 - Ensure that employees are working in accordance with divisional health and safety procedures.
 - Applies progressive discipline as appropriate for health, safety and/or environmental violations.
 - Advise employees of the existence of any potential or actual health and safety risks.
 - Provide appropriate instruction for safe work.
 - Take every precaution reasonable in the circumstances for the protection of employees.
 - Conduct periodic inspections and audits in accordance with legislative and/or corporate requirements.
 - Conduct accident/incident investigations, prepare necessary reports and communicate to line management, health and safety personnel and health and safety committee.
 - Ensure that all employees, including temporary workers and contractors, adhere to safety requirements including the use of personal protective equipment.
 - Ensure that training is provided to all departmental employees as per established training matrix.
 - Supports activities and initiatives outlined by the Joint Health and Safety Committee.

Other

- a) Performs all other duties and responsibilities as assigned.

Education, Skills and Experience

Education/Training/Certifications/Licenses:

- Post-secondary education such as a Masters in Library Science is an asset or Library and Information Technician Diploma
- Completion of a certified course in library cataloguing, such as SOLS Advanced Excel or

within credits for academic qualification

- Current Membership of at least one Canadian professional library organization.

Experience:

- Minimum four (4) years' experience working in public library services
- Minimum five (5) years experience at a management level
- Has thorough knowledge of public library operation and management
- Is familiar with automated Integrated Library Management system
- Experience creating and managing catalogue records in an automated system.

Skills and Abilities:

- Has thorough knowledge of public library operation and management as normally gained through a library degree or diploma
- Is familiar with the Public Libraries Act and other legislation affecting library services
- Is competent with Windows, Microsoft Office Suite, Internet, social networks and email
- Should demonstrate excellent interpersonal skills with the ability to deliver exceptional customer service
- Have effective oral and written communication skills in English, with the ability to establish and maintain friendly and effective working relationships with customers, employees, volunteers, community groups and other agencies
- Has thorough knowledge of popular fiction and non-fiction authors, reading trends, and ability to achieve a balanced library collection to meet the needs of the community
- Wide range of reading interests and ability to assess and guide people's reading development.

Physical Demands and Working Conditions

- Standard Library environment, climate controlled, likely exposure to dust & human odours.
- This position requires sitting and working at repetitive tasks and keyboard work, and also requires a high level of attention to detail and accuracy.
- Physical demands include lifting, stooping, crouching and reaching to low and high shelves, pushing wheeled carts up to 100lbs, standing and walking frequently and climbing a short ladder.
- Regular interruptions from users and other staff to respond to queries and occasionally working extra hours due to special events taking place.

Contacts

Internal: Municipal Departments (weekly)

External: General Public (daily)
Local Organizations (weekly)
Other Libraries (weekly)

Public Relations: Media