**Job Description**

**Prepared: January 2018**

**Revised: March 2024**

**Reviewed By: CEO/Chief Librarian**

**Position Title:** Library Customer Service Assistant

**Department:**  Hanover Public Library

**Reports To:** CEO /Chief Librarian, Branch Manager

**Supervises:** Directly: None

Indirectly: None

Library Pages

Volunteers

**Position Status:** Part-time

**Location:** Hanover Public Library, 451 10th Avenue, Hanover, ON

**Pay Method:** Hourly

**Normal Work Week:**  Varies (5 to 25 hours per week)

**Management Status:**  Non-management, non-supervisory

**Remote Work Eligibility:** Not Eligible

**Position Summary**

The Library Customer Service Assistant is responsible for assisting Library users at the customer service and circulation desk of the Library, and performing all the functions associated with that area.

**Duties and Responsibilities**

**Operations**

1. Greets and assists library users in a cheerful and welcoming manner, employing effective customer service skills. Requests may include accessing reserved materials, computer assistance, research, memberships etc.
2. Upholds the Library's standards and contributes to a positive image.
3. 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.
4. Responds to phone and electronic communications in a helpful, courteous and professional manner.
5. Performs all circulation functions 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.
6. Manages reserve reports, retrieves and processes reserved materials.
7. Sets up cash register, takes payments, issues receipts, operates cash register and payment machine, counts and balances contents of cash register
8. Shelves Library materials; shelf reads and keeps materials in good order.
9. Creates displays to promote use of library resources.
10. Monitors and updates tourism information materials, community information and bulletin boards, and provides tourist information.
11. Monitors processing, repair and front desk supplies, refills or requests supplies as needed.
12. Creates and ensures accuracy and currency of members’ personal records.
13. Ensures safe storage and confidentiality of member records and user records, including personal data and images of identifiable individuals.
14. Responsible for security when opening and closing the library on weekday shifts and the entire Civic Centre on some weekend shifts.
15. Processes new library materials for circulation; repairs damaged materials.
16. Assists staff to maintain, repair and cull the library collection.
17. Assists programming staff with program needs.
18. Receives and inspects donated materials for acceptable condition.
19. Attends and participate in meetings of staff and municipal departments as required.
20. Assists with homebound deliveries as required.

**Human Resources**

1. Assists with training and supervision of student and adult pages, and volunteers.

**Health & Safety**

1. 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.

1. 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 or 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.

**Internal Control**

1. Maintains up-to-date records and documentation pertaining to areas of responsibility such as procedures, account passwords, agreements, coding, images & design work, ensuring secure electronic storage of files in server locations that are backed-up and accessible to applicable department staff
2. Performs all other duties and responsibilities as assigned.

**Education, Skills and Experience**

**Education/Training/Certifications/Licences:**

* High School Diploma (OSSD) or equivalent is an asset.

**Experience:**

* Customer Service experience in face to face reception or retail, minimum three (3) years is an asset.
* Some familiarity with public library services and procedures.

**Skills and Abilities:**

* Library skills sufficient to accomplish the duties, “transferable” skills, or the ability to learn those skills.
* Ability to learn the use of the Dewey numerical classification system, and other Library procedures is required.
* Computer skills sufficient to learn and perform the functions of the Library’s automated Library system, particularly the online catalogue and circulation functions, and assist users in basic computer and Internet tasks.
* Competent with Windows, Microsoft Office Suite, Internet and email.
* Excellent interpersonal skills with the ability to deliver exceptional customer service.
* Effective oral and written communication skills in English, with the ability to establish and maintain friendly and effective working relationships with customers, fellow employees, student volunteers, community groups and other agencies.
* Attention to detail, able to focus and work independently, able to multitask and manage a variety of tasks.
* Good with numbers and statistics.
* Good clerical skills are required, including keyboarding.

**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) ex. Seniors Residences

Public Relations: None

**Review/Approval**

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| **Department Head:** |  | | | **Date:** |
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