



Circulation/Technical Services Clerk

Tay Township Public Library - Employment Opportunity

Part-Time, Permanent Position

The Tay Township Public Library, located on the sunset shores of Georgian Bay, is seeking an individual who thrives in a culture of change, creativity, and progression to join *#TeamTay* as a Circulation/Technical Services Clerk. The ideal candidate will be adaptable to our evolving Library services and programs and enthusiastic about making a positive impact on the Library and our Community as one.

Reporting to the Head Librarian, the Circulation/Technical Services Clerk performs circulation and reference duties utilizing the Tay Township Public Library online software applications, assists with Library technical services, serves patrons, and ensures a welcoming environment at the Library branches to encourage and promote the Library's mission, services, and programs.

Qualifications

- Completion of post-secondary education in Library and Information Science and/or a Library Technician program from an accredited educational institution.
- Minimum of 2 years of progressive experience in public library branch operations, preferably in a multi-branch system.
- Superior knowledge of current ILS software used in-house and accessed by patrons online or via mobile devices.
- Superior computer skills including library systems, word processing/spreadsheet software, internet, social media and e-mail programs and related office equipment.
- Commitment to continuing education and professional development; willing to attend conferences, courses and seminars as required, some of which may require overnight accommodation.

The compensation range for this part-time, permanent position is \$26.12 to \$30.56 per hour. Normal workweek – 28 regularly scheduled hours, Tuesday to Saturday (subject to change based on the Library's operational

requirements) including evenings and attendance in the event of emergency situations, as well as the occasional special events or programs.

Join #TeamTay today and help transform the way local government connects with the community it serves.

Qualified and interested applicants are encouraged to do the following:

1. Reference the complete position description including comprehensive qualifications available on the Tay Township website – www.tay.ca/jobs
2. Submit a cover letter and resume via e-mail by **4:00 p.m., Thursday, March 28, 2024,** to the attention of **Heather Delong, Head Librarian (HDeLong@TayLibrary.ca, please copy HR@Tay.ca)**

Application Notes:

- Please reference '**2024-014**' at the start of the email subject line.
- Indicate how you heard about this opportunity within your application.

We kindly thank all applicants who apply. Personal information is collected under the authority of the Municipal Act and in accordance with the Municipal Freedom of Information and Protection of Privacy Act, will only be used for candidate selection. The Tay Township Public Library is an equal-opportunity employer. In accordance with the Accessible Canada Act, 2019 and all applicable provincial accessibility standards, upon request, accommodation will be provided by the Tay Township Public Library throughout the recruitment, selection and/or assessment process for applicants with disabilities.

Posted: 2024-03-07



TAY TOWNSHIP PUBLIC LIBRARY POSITION DESCRIPTION

Position Title: Circulation/Technical Services Clerk	
Department/Division: Library Services	Reports to (Directly): Head Librarian
Direct Reports: None	Indirect Reports: None
Pay Band: 3	Hours Per Week: 28
Creation Date: July 2007	Revision Date (s): March 2024; July 2021

Position Summary:

Reporting to the Head Librarian, or their designate, the Circulation/Technical Services Clerk performs circulation and reference duties utilizing the Tay Township Public Library (the "Library") online software applications, assists with Library technical services, serves patrons, and ensures a welcoming environment at the Library branches to encourage and promote the Library's mission, services, and programs.

Responsibilities:

Library Operations and Programs:

1. Embraces Library values by learning, being comfortable with new ideas, and supporting innovation and change to deliver greater benefits for Tay community members.
2. Actively supports the initiatives of the Tay Township Public Library Board and Township of Tay; provides community information and information on the Township of Tay such as special advisory warnings, issuance of fire permits, Health, and Safety, etc.
3. Supports the relationship between Library policies and customer service; supports opportunities to alleviate policy barriers to providing exemplary customer service; greets patrons in a warm, welcoming, and respectful manner.

4. Responsible for cataloguing duties including monitoring of the system (quality control), acquisitions, deletions, cataloguing of purchased and donated materials, and collection maintenance to ensure that records are accurate using Integrated Library System (“ILS”) software.
5. Processes all requests, including ordering/tracking of materials related to Interlibrary loans.
6. Registers, renews, and modifies Library membership determining eligibility.
7. Performs all aspects of circulation desk duties using ILS (Integrated Library System), including collection maintenance, issuance of notices related to overdue/lost materials, etc. while providing a high level of customer service to patrons of all ages, in the promotion of all Library services; carries out inter-branch exchanges.
8. Assists patrons with education and inquiries related to computers, the internet, electronic resources, e-devices, personal assistive devices, interlibrary loans, and catalogues; provides reference/reader advisory services utilizing resources including print and electronic resources, databases, and the internet.
9. Supports the development and implementation of Library programming, as well as website and social media content; registers patrons for Library programs and maintains registration lists.
10. Handles branch petty cash and deposit forms; collects fines and payments, and records transactions related to overdue materials, lost materials, donations, etc.
11. Assists with maintenance of the Library collection including shelving and processing of materials and general housekeeping of branches.
12. Coordinates materials for inter-branch, Pool, and Simcoe County Co-Operative exchanges.
13. Ensures compliance with the Occupational Health and Safety Act and other applicable legislation by following the Township’s Health and Safety program, procedures, and best practices.
14. Performs other related tasks and functions as assigned that are required or dictated by the Library’s needs relative to the nature of the position. The responsibilities listed above are not intended to be an inclusive list; the omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Qualifications:

Education and Training

- ☐ Completion of post-secondary education in Library and Information

Science and/or a Library Technician program from an accredited educational institution.

- ❑ Commitment to continuing education and professional development; willing to attend conferences, courses and seminars as required, some of which may require overnight accommodation.
- ❑ Valid Class 'G' driver's license in good standing or alternate means of transportation to travel amongst branches.

Experience

- ❑ Minimum of 2 years of progressive experience in public library branch operations preferably in a multi-branch system.
- ❑ Experience in performing cataloguing duties including but not limited to monitoring of the system (quality control), acquisitions, deletions, the cataloguing of purchased and donated materials, and collection maintenance to ensure that records are accurate using Integrated Library System ("ILS") software, is considered an asset.

Knowledge

- ❑ Superior knowledge of current ILS software used in-house and accessed by patrons online or via mobile devices.
- ❑ Demonstrates a general understanding of all the technologies utilized by the library (e.g., catalogue, website, social media etc.).
- ❑ Demonstrates a good working knowledge of the full range of programs and services the Library offers.
- ❑ Demonstrates a good working knowledge in patron training providing informal instruction and assistance to build skills of Library users.
- ❑ Understands and performs basic functions and tasks of common software programs.
- ❑ Understands and uses common social networking and online collaboration tools.
- ❑ Understands common security protocols related to Internet use.
- ❑ Understands the significance of public libraries and their role in society, both in general and in the Library's service area and surrounding local communities.
- ❑ Working knowledge of the following acts:
 - Ontario Public Libraries Act
 - Occupational Health and Safety Act
 - Accessibility for Ontarians with Disabilities Act, 2005
 - Copyright Act

Skills and Competencies

- ❑ Superior computer skills including library systems, word processing/spreadsheet software, internet, social media and e-mail programs and related office equipment.
- ❑ Superior interpersonal and public relations skills to deal courteously and effectively with all levels of staff, community groups and organizations, and the public with the ability to exercise tact, diplomacy and good judgement always.
- ❑ Strong written and verbal communication skills and analytical skills.
- ❑ Well organized, flexible, and able to deal with multiple priorities; organizes own time effectively, prioritizes appropriately, prepares in advance, and sets realistic timeframes; ensures all activities and resources are utilized efficiently and effectively, and monitors progress toward operational or strategic objectives; ability to prioritize workload considering competing interests, and adapts readily to rapidly changing demands, circumstances, and deadlines.
- ❑ Comfortable with new ideas and has the curiosity to seek new opportunities and implement change; collaborative and focused on practical, timely solutions; self-assured and confident; drives towards results while constantly problem-solving; learns quickly; recognizes and adapts to evolving conditions; translates knowledge and ideas into action and tangible and measurable outcomes.
- ❑ Demonstrated ability to relate to and/or appreciate all levels of stakeholders with multiple and sometimes competing priorities.
- ❑ Demonstrated team building and relationship management skills and a proven ability to work with stakeholders; establishes and maintains effective working relationships.
- ❑ Resolves conflicts without major disruption to workflows or interpersonal relationships.

Effort, Physical Demands and Working Conditions:

- ❑ Normal Hours of Work: Normal workweek – Twenty-eight (28) regularly scheduled hours, Tuesday to Saturday (subject to change based on the Library's operational requirements) including evenings and attendance in the event of emergencies, as well as the occasional special events or programs.
- ❑ Performance of duties normally takes place in an office/indoor library environment. Travel is necessary to all Library branches as scheduled. Required, from time to time, to attend outreach programs in locations outside of Tay Township.
- ❑ Position involves physical efforts of occasional lifts of up to 40 pounds, bending, standing, walking, climbing stairs, sitting, and prolonged

computer/office equipment use.

- ❑ Position involves both mental and visual concentration with close attention to detail, including reading, analyzing, writing, providing, and presenting information.
- ❑ Responsibility/decision-making efforts include an extensive and multi-faceted degree of analysis. The position requires confidentiality in many aspects of the work.

Employment Conditions:

- ❑ Satisfactory Criminal Record and Judicial Matters Check (CRJMC) provided via the Ontario Provincial Police