



Policy HR205: Public Services Clerk Job Description

Category: Human Resources

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Originated: 2003

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PURPOSE

The Public Services Clerk is hired by and responsible to the Library Manager. The Public Services Clerk provides quality service to the public, both at the circulation desk and with the public computers.

RESPONSIBILITY

- Performs opening and closing procedures as shift dictates
- Provides check-outs and check-ins of library materials on the automated circulation system
- Registers new members and renews existing card members on the automated circulation system
- Answers reference questions and assists the public with finding appropriate library materials
- Provides reader's advisory services to the public
- Provides computer assistance to the public
- Assists the public with faxing, scanning, and photocopying
- Shelves library materials and performs shelf reading
- Handles cash as required
- Compiles computer statistics at the end of the day and at the end of the month
- Performs other library duties as required

QUALIFICATIONS

- Post-secondary education in related field preferred; Grade 12 diploma minimum
- Intermediate computer skills – keyboarding, Word and Excel applications
- Good working knowledge of automated circulation system
- Good interpersonal, verbal, and written communication skills
- Good working knowledge of the internet and social networking applications

DEFINITIONS

PROCEDURE