

Library Clerk



Portage la Prairie Regional Library

40-B Royal Road N
Portage la Prairie, MB

Library Clerk
Reports to: Circulation Manager
Hours: 50 hours bi-weekly

Nature of Position

A library clerk is the first point of contact to the library patrons and visitors, and as such, is expected to be the ambassador for the library. The clerk is responsible for the day-to-day tasks that ensure the library runs smoothly, including contributing to collection maintenance, customer service, records management, and other duties as outlined below.

Duties and Responsibilities

- Performs circulation duties including: checking materials in and out; placing reserves on materials; renewing materials; updating and/or processing new memberships; providing members with information about programs, services, resources and policies; answering circulation desk inquiries; resolving issues on patron records;
- Assists patrons with access to library public computers, online catalogue and reference/readers advisory databases, and basic troubleshooting of computer issues;
- Assists in following opening/closing procedures as directed by senior staff members;
- Maintain the library stacks including: performing shelf-reading, shelving and other duties as assigned in an accurate and efficient manner;
- Actively promotes library programs, resources and eResources;
- Works with management to maintain a pleasant and safe environment for all.
- Communicates with authorities as needed; takes necessary security measures if a potentially dangerous situation arises; follows violence and harassment policies; completes appropriate reports and forms within expected timeframes.

- Operates cash registers, debit machines; handles transactions for collection of fines, damaged/lost items;
- Performs general housekeeping by communicating with building custodians about issues requiring attention; conducts meeting room set-ups and take-downs for library programs; ensures room renters leave rooms in original state; tidies and re-sets furniture; ensures library pamphlets/flyers are up to date and displayed in a tidy manner; keeps work spaces, closets and filing cabinets clean and organized; may perform emergency snow removal at entrance if required;
- Other duties as required

Skill/knowledge requirements:

- Minimum 6 months customer service experience;
- Good communication, customer service, computer; public relations, problem solving and interpersonal skills;
- Willingness to develop new skills and participate in professional development opportunities;
- Flexibility to work a variety of shifts, including evenings and weekends;
- Ability to lift up to 40 lbs;
- Proficient in the use of computers and Microsoft Office Suite

We are particularly interested in hearing from candidates who have backgrounds in:

- Library/ non-profit operations and administration
- Extensive customer service experience
- Working with historically excluded populations
- Instruction, especially computer or digital literacy

Starting wage is \$16.81 per hour and is eligible for benefits after successful completion of a six-month probationary period. This is a permanent part-time position. A criminal record and vulnerable person's check will be required of the successful candidate within 1 month of their start date, and a child abuse registry check will be required as well. The Portage la Prairie Regional Library is an equal opportunity employer, and will provide reasonable workplace accommodations.

This position will remain open until filled. Only candidates chosen for interviews will be contacted. If you are interested in this opportunity, please email your cover letter and resume to jobs@portagelibrary.com.

Location:

40-B Royal Road N
Portage la Prairie, MB

Job type: Permanent Part Time

Contact: McKayla Goddard (jobs@portagelibrary.com)