

# Western Counties Regional Library

## Position: Casual Clerk – Shelburne Library

Western Counties Regional Library (WCRL) is seeking a motivated, dynamic individual to join its organization.

Through its various partnerships and initiatives, WCRL strives to provide programs and services that have a positive impact on people's lives while being a focal point and cultural hub for the communities it serves. Our 10 library branches and online library provide public library services to approximately 56,000 people including two distinct Acadian populations.

### **Purpose**

To be on call to assist with library branch operations and to fill in for staff absences. Interact with library patrons, providing courteous and efficient customer service.

### **Duties and Responsibilities**

- Provides customer service to patrons
  - Provides information to patrons regarding library materials and services
  - Guides patrons in browsing the collection both in person and online
  - Troubleshoots basic technology inquiries including virtual library applications
- Circulates library materials
  - Checks out materials for patrons and receives returned materials
  - Processes deliveries from other library branches
  - Prepares items for delivery to other branches
  - Shelves materials according to library procedures
- Ensures consistency of library routines and services
  - Opens and/or closes branch
  - Follows all health and safety policies and procedures
  - Facilitates public computer bookings
  - Enters daily statistics accurately
  - Undertakes other library initiatives and tasks assigned by supervisor

### **Qualifications, Requirements & Experience**

- Grade 12 required
- Ability to speak, read and write in French an asset
- Satisfactory Police Record Check and Child Abuse Registry Check required upon hiring
- Customer service experience
- Experience working in libraries an asset but not required

**Skills**

- Strong interpersonal skills
- Strong communication skills, including on the phone
- Knowledge of office-related computer programs and mobile applications
- Ability to prioritize and co-ordinate tasks
- Professional demeanor and work ethic
- Detail oriented

**Working Conditions**

Availability to work weekdays, evenings and weekend hours required.

**Physical Requirements**

Lift boxes of books up to 25 lbs.

**Position Type**

This is a casual position with no set hours.

- Wages: \$ 18.61 to \$ 18.86 hourly
- Hours of work: variable
- Anticipated start date: December 2, 2024

**Closing Date**

Monday, November 11, 2024 at 4:00pm

An application form can be obtained from any of Western Counties Regional Library's 10 branches, or at <https://westerncounties.ca/wp-content/uploads/2022/07/Employment-Application-Form.pdf>

Please submit your application form, cover letter and resumé via e-mail to [officemanager@westerncounties.ca](mailto:officemanager@westerncounties.ca)

For further inquiries, please contact the Office Manager at 902-742-2486 x 221