

Westdale and Locke Branches

**INFORMATION CLERK
PERMANENT PART TIME – 20 HOURS PER WEEK**

JOB SUMMARY:

Reports to Manager; provides customer and readers advisory and information services; performs clerical duties; performs duties related to the circulation of materials; merchandises collections

JOB DUTIES:

Provides reader's advisory and information services, conducts reference interviews; develops search strategies; recommends and locates appropriate materials and formats; refers complex inquiries

Merchandises the collection according to system standards

Performs customer service functions, inputs and retrieves data

Performs duties related to delivery of library materials, (e.g. holds, shared collections.); loads and unloads materials

Receives and counts cash such as fines and floats; issues receipts and refunds; sells library items such as bags, disks and copycards

Provides demonstration and instruction to the public in the use of information resources

Performs tasks related to collection maintenance (e.g. transfers, discards); identifies worn and damaged material for review by designate

Receives complaints; explains policies and procedures; makes adjustments; refers complaints as required

When scheduled as the senior position at the location, responds to facility and service issues following established guidelines; contacts the City Help Desk, the Branch Duty Manager, or Administration as required

Maintains and updates branch/department procedures related to job duties; forwards for approval

Performs preventive maintenance on equipment; contacts service personnel as required

Attends training sessions and staff meetings

Performs other duties as assigned, which are directly related to the major responsibilities of the job

MINIMUM QUALIFICATIONS:

Educational Requirements:

Ten (10) courses from the Library and Information Technician Diploma program as specified in Appendix A of the HPL Educational Qualifications Policy or completion of two years of related university studies leading to a Bachelor's Degree

Experience:

Relevant customer service experience for readers' advisory and information service including demonstrated knowledge of current events and reading trends for adults and youth

Working knowledge and experience with computer applications including Microsoft Office applications, databases, Internet browsers and search engines

Skills / Competencies:

Demonstrates skill in communicating, presenting information, writing and active listening [COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer and work group needs and provides excellent customer service [CUSTOMER SERVICE FOCUS]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops and presents appropriate courses of action. [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices, new technologies and related general and job-specific knowledge [KNOWLEDGE]

Effectively relates and engages others in the achievement of objectives and advocates for the role and mission of the library within the community and demonstrates team leadership, credibility, flexibility and good humour in a working environment characterized by change [LEADERSHIP]

Prioritizes activities and works effectively independently, as part of a team and leading others; sets and achieves or surpasses goals [RESULTS ORIENTATION]

Able to keyboard accurately and quickly at 40 wpm [RESULTS ORIENTATION / JOB-SPECIFIC COMPETENCY]

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment

Legislative Requirements:

Works in accordance with all applicable Ontario Public Library, Privacy, Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation

Organizational Requirements:

Adheres to policy and procedures identified in the Hamilton Public Library Manuals

Classification C - \$26.872 – \$31.614 hourly

Permanent Part time; 20 hours per week; up to two (2) nights per week; includes Saturday and Sunday rotation

Tentative start date: As soon as possible

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

Applying:

The deadline for this application is 11:59 p.m. on June 24, 2022.

Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.

Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)

Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.

The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.

By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment or cause your dismissal.

We thank all applicants who apply and advise that only those selected for an interview will be contacted.

Vaccine Verification – As a condition of employment you are required to provide proof that you are fully vaccinated or provide proof of valid exemption satisfactory to the employer prior to your start date. You must acknowledge and agree to comply with any future vaccine policy requirements as an ongoing condition of employment at the City of Hamilton.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.