



JOB DESCRIPTION

Salary Grade: 2 CUPE 1328

Job Title:
Library Circulation Desk Clerk

PRIMARY FUNCTION

The primary purpose of this job is to answer all incoming calls and assist visitors to the library.

MAIN RESPONSIBILITIES

1. Responds to all incoming calls on a 4-line telephone by:
 - answering all calls promptly
 - handling calls if possible or referring to librarian when necessary
 - tracking the whereabouts of all library staff
2. Greets and assists visitors to the library by providing information and demonstrating how to locate material.
3. Receives new books from library clerk and also receives books returned from circulation, pulling cards for returned books and checking date, dewey decimal number, title, etc., returning card to book pocket, and reshelving books in correct numerical sequence.
4. Requests the return of overdue items by mailing prepared form letters several times each year as directed, handwriting the individual's name and school and the book title and number on the form.
5. Receives and processes requests from teachers for books by:

- locating and retrieving book from shelf, removing card and checking dewey decimal number, placing card in 'out' file and sending book to the teacher
 - attaching a reserve card to the card of a book already in circulation for follow-up when book is returned.
6. Maintaining the orderly appearance of the library by reshelving and replacing books and other items as required.
7. Perform other tasks as required.

SKILL

- High school diploma or equivalent
- 6 – 12 months related experience

EFFORT

- The complexity of the job is in handling complaints regarding overdue notices and also in telephones are answered promptly
- Walking, bending, stretching is required when reshelving books.

RESPONSIBILITY

- Incorrect shelving of books or misfiling of bookcards would cause confusion in locating a particular book. Forwarding an incorrect telephone number results in unanswered messages.
- Contacts are with library staff and other TCDSB staff and students in performance of duties.
- Accountable for providing correct information to visitors and callers, and for demonstrating how to locate and use library material.

WORKING CONDITIONS

- Dusty shelves and dry air quality on a daily basis
- Occasionally required to deal with irate visitors and complaints concerning overdue notices.