

General Statement of Responsibilities:

Reports directly to and takes direction from the Chief Executive Officer or designate.
Provides circulation services to the public, performs general library functions and duties including conducting children's story time as required.

Education Requirements:

- Post-Secondary Library Education skills preferred or equivalent. (Ex. Post-Secondary related courses or Library Excel courses through SOLS)
- Grade 12 education or equivalent
- One (1) year related library experience
- Proficient Computer skills with Microsoft Office Suite: which includes Word, Excel, and Outlook, as well as ability to learn Integrated Library Systems
- Proficient with electronic devices such as laptops, iPads, e-Readers, and other computer related trouble shooting experience.

Prerequisites to Employment:

- Ability to read, write, and speak English fluently
- French or Cree speaking is an asset
- Ability to follow instructions
- Ability to interact well with others in a professional manner
- Ability to operate general office equipment
- Ability to work under general supervision with clearly defined work parameters

Expectations:

- Greet the public in a pleasant and cheerful manner
- Be punctual and attentive
- Be prompt and professional
- Be effective, courteous, and tactful in all communications
- Be able to deal with patron complaints and situations patiently and decisively
- Maintain professional and courteous relations with the public and fellow staff
- Set priorities and manage time effectively
- Work as a team member

Duties and Responsibilities:

Performing public service functions in the capacity of front-line circulation counter services to patrons by assisting in their organization and control, including, but not limited to:

- Assumes a proactive leadership role during scheduled and assigned desk duties,
- Is punctual and attentive to the circulation desk services
- Greets the public in a pleasant and cheerful manner
- Answers the telephone promptly, courteously, and professionally
- Communicates with staff and members of the public effectively, courteously, and tactfully
- "Check in" materials and empties the book drop as required
- Able to handle patron complaints and concerns patiently and decisively
- Registers new library users including providing an overview of library services available at the Cochrane Public Library
- Ensure compliance with current library policies and procedures for staff as well as patrons.
- Ability to effectively check in and out materials at the circulation counter and assist library patrons in the selection and use of library materials.
- Collect payments for fees, fines, and other library services where applicable
- Repair damaged books pursuant to local practices
- Process new library materials
- Dust shelves and materials according to the established schedule
- Bring any issues regarding staff members, student staff members, volunteers, co-op placements etc. to the attention of the Chief Executive Officer, where appropriate, in order to ensure the overall efficiency and maintenance of the Cochrane Public Library and its operations.
- Promote Cochrane Public Library programs to the community including participating in media advertising, community relations, and any special events
- Perform opening and closing procedures of the library
- Ensure that the library is properly stocked with all necessary office supplies.
- Check the library to ensure it is neat and free of materials left out and that they're returned to their proper locations

Additional Duties:

- Conduct story time as required
- Perform general library duties as needed including other duties assigned by the Chief Executive Officer or the Assistant to the Chief Executive Officer
- Assist in the job shadowing of new workers.

Revised January 29, 2026

Jessica Horne
Chief Executive Officer

Date