



JOB POSTING
Circulation Lead Hand (LA5)
28 Hours Biweekly, Term

Halifax Public Libraries invites **INTERNAL** and **EXTERNAL** applications for the part-time position of **Circulation Lead Hand** located at **Halifax North Memorial Public Library**, 2285 Gottingen St., Halifax. This is a term position up to February 2018 with the possibility of extension.

WHO WE ARE

Community is at the heart of all that Halifax Public Libraries undertakes. Comprised of 14 branch libraries, we serve the 400,000 citizens of Halifax with our collection of 1 million items and a wide range of programming. Halifax Public Libraries blends the best of traditional library services with innovative programs, spaces and technologies, attracting more than 3 million in-person visits each year.

POSITION SUMMARY

Under the direction of the Circulation Supervisor, this position provides circulation services to the public and determines circulation workflow.

RESPONSIBILITIES

The following duties and responsibilities are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Acts as referral for circulation staff in resolving circulation-related customer problems and integrated library system (ILS) issues
- Determines the workflow priorities for current and immediate shifts and directs circulation and home delivery staff
- Schedules relief staff for current and subsequent shifts
- Waives fines, issues refunds and voids transactions according to established guidelines
- Assists in training of staff and provides practical instruction and support
- Provides input into departmental planning as required
- Provides input into performance appraisal for circulation staff
- Balances cash, reconciles/prepares deposits, maintains float
- Generates and ensures completion/reconciliation of circulation action lists
- Provides collection maintenance support, including discarding, barcode replacement, and processing
- Checks-in and checks-out materials
- Packs and unpacks library materials
- Registers customers in the database
- Compiles statistics
- Accepts payments of cash, credit card and debit transactions including regional credit line service
- Processes holds
- Searches shelves and retrieves items
- Processes registrations and answers customer inquiries received via e-mail

REQUIREMENTS

Education:

Two-Year Library & Information Technology Diploma plus one year related library experience **OR** Grade 12 plus 3 years related experience

Specific Knowledge & Technical Experience:

- Knowledge of Internet, Windows and office software applications required
- Numerical and alphabetical skills required
- Basic math skills to handle cash required
- Supervisory experience an asset
- Familiarity with Dewey Decimal system an asset
- Familiarity with an automated library system an asset

(Please state whether the above application requirements are met in your resume and/or cover letter.)

COMPETENCIES:

- **Problem Solving and Decision Making** - Recognizes patterns, uses analytical skills to draw logical conclusions, and makes recommendations for action. Uses a successful and appropriate approach to issues and solving problems. Uses sound judgment in making decisions, despite obstacles or resistance. Recognizes when to seek guidance.
- **Communication Skills** - Listens effectively, transmits information accurately and clearly, in both written and verbal form. Solicits and provides feedback.
- **Creativity / Innovation** - Looks for appropriate opportunities to generate and to apply new and evolving ideas, methods, designs, and technologies. Shows initiative, energy, and enthusiasm.
- **Knowledge of Work** - Pursues and demonstrates expertise. Acquires broad, in-depth, and up-to-date knowledge of the trends and developments in relevant fields.
- **Technological Competence** - Pursues and demonstrates expertise in technology and can apply it as required. Understands the critical and evolving role of technology.
- **Adaptability** - Responds effectively to changes in direction and priorities (both long-term and short-term), and accepts new challenges and responsibilities.
- **Interpersonal / Group Skills** - Builds strong work relationships; is sensitive to how individuals and organizational units function and interact. Respects the dignity and ability of co-workers. Works co-operatively with colleagues both inside and outside formal organizational units. Participates in and contributes to group efforts, supports consensus building efforts. Works effectively with external partners.
- **Leadership** - Ensures achievement of strategic objectives. Establishes and demonstrates high performance standards. Earns trust and respect. Respects and trusts others. Shows integrity. Motivates by coaching, empowering and recognizing the work of others.
- **Organizational Understanding and Global Thinking** - Shows a commitment to the HRL mission. Demonstrates an understanding of the organization, its services and the materials it provides. Understands and accepts his/her role in accomplishing branch or department priorities and the HRL Strategic Plan.
- **Accountability / Dependability** - Accepts responsibility for actions and results. Accomplishes goals, completes tasks and meets deadlines, or gives reasonable notice and explanation. Is productive, while maintaining accuracy and quality.
- **Planning and Organizational Skills** - Identifies and analyzes data. Sets appropriate priorities and objectives, devises effective methods and allocates resources accordingly. Anticipates internal and external changes, trends and influences.
- **Resource Management** - Manages resources, including his or her own time, in a manner consistent with organizational and departmental objectives. Demonstrates a consistent focus on delivering services in a cost effective manner.
- **Service Attitude** - Understands and meets the needs of customers. Addresses their interests and concerns. Is friendly, polite and approachable.
- **Respect for Diversity** - Respects the diverse opinions and beliefs of library customers and co-workers. Appreciates the need to respond to, and reflect, the various communities we serve. Implements the appropriate measures to respond to, and reflect, the communities served.

***This is a unionized position. Preference will be given to internal NSUPE Local 14 employees.
While subject to change in accordance with the collective agreement, the normal hours of work are:***

Hours of Work: 28 hours biweekly, term

Schedule: Week 1: Tuesday 9am-5pm, Wednesday 5pm-9pm, Thursday 10am-1pm
Week 2: Tuesday 9am-5pm, Wednesday 5pm-9pm, Thursday 10am-1pm
Week 3: Saturday 9am-5pm, Wednesday 5pm-9pm, Thursday 10am-1pm

Hourly Rate of Pay: \$20.90 - \$23.99 (Classification Level 5)

Applications must be received in the Human Resources Office no later than: Monday, August 14, 2017

Applications should be addressed to: Amy Bradley, Human Resources Coordinator
Halifax Public Libraries
60 Alderney Drive, Dartmouth, NS B2Y 4P8
FAX: (902) 490-5850
Email: careers@halifaxpubliclibraries.ca

Current Employees of Halifax Public Libraries: Please indicate "INTERNAL APPLICANT" in the subject line of your email application if you are a bargaining unit (NSUPE 14) member.

All appointments are conditional upon an acceptable criminal record check including a vulnerable sector search. More information and the required forms will be provided at an interview and are available at all Halifax Public Libraries branches, or www.halifaxpubliclibraries.ca.

Halifax Public Libraries hires on the basis of merit and is committed to employment equity. We encourage all qualified persons to apply and self-identify.

During the recruitment process, applicants have the right to request accommodation. Applicants invited to participate in an interview or other form of testing and who require accommodation, should discuss their needs when contacted for an interview and/or testing.

We thank you for your interest in employment with Halifax Public Libraries, however, only those candidates selected for an interview will be contacted.