

Job Title: **Library Student (Sturgeon Falls)**

Reviewed: August 2026

POSITION SUMMARY

The Library Student provides a wide variety of basic public, technical and clerical services, including information and reference services, reader's advisory, and circulation services.

REPORTING RELATIONSHIPS

Reports to the Chief Executive Officer or Library Assistant when necessary.

PRIMARY RESPONSIBILITIES

- Circulation duties:
 - a) check-in and check-out materials;
 - b) emptying book drops;
 - c) retrieving items from library list (i.e. hold list);
 - d) performing routine tasks related to collection maintenance, e.g. processing daily newspapers or checking items in Better World Books
 - e) answer phones, emails and messages promptly
 - f) check social media and website frequently, responding to any comments, sharing posts and flagging any problems found
- Shelves, shelf-reads and shifts items in the collections, according to alphabetical, Dewey Decimal or other prescribed sequence and established procedures.
- Adds materials and resources to displays when some are taken
- Provides reader's advisory, reference and other patron assistance services.
- Works proficiently with basic computer software, assists patrons with computer use and troubleshoots basic computer and office equipment problems.
- Performs office services for patrons (i.e. faxing, photocopying, scanning and laminating)
- Tidies and straightens up designated areas within the library.
- Creates social media content and posters to advertise library services and events
- Cleans tables and public computers every day before closing.
- Assists with opening and closing duties.
- Observes and complies with the Health & Safety Policy.

CUSTOMER SERVICE

- Makes customers feel welcome and serves all equitably
- Thoroughly addresses the needs promptly
- Demonstrates courtesy, tact and discretion
- Demonstrates a calm and rational approach in difficult situations

PRODUCTIVITY

- Produces quality work through proactive planning and establishing priorities
- Effectively monitors results and adjusts plans as necessary

TEAMWORK

- Works effectively with and through other employees
- Able to cooperate to achieve work unit or department goals
- Shares information across branches

COMMUNICATIONS

- Provides written and verbal communication that is clearly understood
- Presents information in a timely, complete and accurate manner
- Listens to understand the message
- Provides feedback in a constructive manner
- Encourages and accepts feedback
- Adopts the content, style, tone and method of communication appropriate to the situation

INTEGRITY

- Respects the opinions of others. Respects diversity in the workplace.
- Protects internal and external client confidentiality.
- Promotes a safe and healthy work environment
- Accepts responsibility for actions and results
- Is punctual
- Follows through on commitments made

JUDGEMENT

- Exhibits the ability to use analytical skills before taking action
- Demonstrates willingness to make decisions
- Seeks the facts before drawing conclusions
- Seeks direction and assistance when needed

OTHER DUTIES

- Prepares Information bags for new Patrons
- Changes the cover photos in the folding rack (when required)
- Creates displays for different occasions
- Creates and participates in the children's programs
- Any other tasks assigned by the CEO or Library Assistant