



IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Technical Services Clerk	
Position Number	Community	Division/Region
71-10952	Hay River	Post-secondary Education / South Slave

PURPOSE OF THE POSITION

The Technical Services Clerk coordinates Interlibrary Loan (ILL) and Borrow-by-Mail (BBM) services for 21 public libraries across the Northwest Territories (NWT) and for residents living in communities without community libraries, as well as performing cataloguing related duties.

SCOPE

Located in Hay River, the Technical Services Clerk reports to the Head of Technical Services, and is responsible for the distribution of library resources to community libraries and residents across the Northwest Territories via the ILL and BBM services.

This position communicates directly to users of the Borrow-by-Mail service and communicates with libraries across the NWT and Canada concerning the sharing of library resources in Interlibrary Loan service. The Technical Services Clerk downloads catalogue records from other databases and performs data entry in the NWT Public Library Services catalogue, according to procedures established by the Head of Technical Services. This position also processes and laminates materials.

RESPONSIBILITIES

1. Coordinates Interlibrary Loan (ILL) program and resources for 21 community libraries and residents of the Northwest Territories in communities where a library is not yet established.

- Processes interlibrary loan requests from/to community libraries using ILL software, the library catalogue, and the Library Book Rate software.
- Ships and receives ILL packages.
- Provides training for library managers in the use of ILL software and conventions used in library catalogue for interlibrary loans.



- Responds to interlibrary loan request from libraries in jurisdictions outside the NWT.
- Identifies ILL requests for items published in the current year and recommends to Order Clerk for ordering.
- Maintains statistics on the use of ILL program.

2. Coordinates Borrow-by-Mail (BBM) program and resources for residents of the Northwest Territories in communities where a library is not yet established.

- Receives application forms for BBM program.
- Communicates with applicants and issues library cards to new users.
- Processes BBM request from users using Interlibrary Loan (ILL) software, the library catalogue, and the Library Book Rate software.
- Ships and receives BBM packages.
- Identifies BBM requests for items published in the current year and recommends to Order Clerk for ordering.
- Maintains usage statistics for the BBM program.

3. Provides support for the ongoing updating and maintenance of the NWT Public Library Services catalogue.

- Locates and download records from commercial bibliographic utility databases to the NWT library catalogue which includes proof-reading and editing records following standard cataloguing practices established by the Head of Technical Services.
- Maintains accurate catalogue records by adding or deleting items as required.
- Responsible for cataloguing sheets submitted by public libraries.
- May enter all items as time permits or notify Head of Technical services if volume requires delegation of work to other staff members.
- Makes recommendations for library material purchases as requested.

4. Provides support to process new library materials as required.

- Double-checks labels are accurate and affixes them to spine, book cards and book pockets.
- Attaches book pockets to materials including books and DVDs.
- Laminates books using laminating machine and/or by hand as appropriate.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.



Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and/or ability to learn library technical services procedures.
- Knowledge of and/or ability to learn Interlibrary Loan and Borrow-by-Mail programs and procedures.
- Knowledge of and/or ability to acquire and apply knowledge of computerized library systems.
- Knowledge of and/or ability to use computer information systems, including word processing and publishing programs, internet and email.
- Ability to understand the impacts that colonization, institutional and structural racism, and biases have had on society, in particular Indigenous people.
- Verbal and written communication skills.
- Keyboarding skills.
- Ability to listen and respond positively in all client situations.
- Ability to assume responsibility and work independently without direct supervision.
- Ability to build strong relationships and work directly with people from other communities.
- Ability to adapt communication style to multiple cultural environments.
- Ability to manage time and tasks efficiently and effectively.
- Skilled in teamwork with members from a variety of backgrounds and cultures.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Grade 12 diploma and one (1) year of experience in a relevant environment.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check



French language (check one if applicable)

French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Indigenous Language - Not Specified

Required

Preferred