

IDENTIFICATION

Department	Position Title	
Aurora College	Library Monitor (Evening/Weekend)	
Position Number	Community	Division/Region
91-16074	Yellowknife	Education and Training Division / North Slave

PURPOSE OF THE POSITION

The Library Monitor (Evening/Weekend) is responsible for assisting with user support services and collection maintenance. The position performs an important role in the library services by enabling access to the library and computer labs during the academic year, thus the research, information gathering and study needs of students and faculty are uninterrupted and met in an effective and meaningful way.

SCOPE

Located in Yellowknife, at Yellowknife North Slave Campus, and reporting to the Manager, Yellowknife Campus Library and Faculty Resource Librarian (Manager), the Library Monitor (Evening/Weekend) contributes to the library programs and services of the College by providing assistance to all students and staff using the library. The provision of these programs and services has an impact on student academic success. This position provides services in accordance with the mission statement, values and principles of the College, and within the context of Aurora College by-laws and policies.

This entry-level position works primarily during evenings, weekends and lunch hours as scheduled by the Manager, and works without direct supervision or regular interaction with the Manager.

The Library Monitor must remain alert to user activity and need for assistance, and is required to ensure library users maintain a quiet atmosphere conducive to study. This includes no music playing at the workstation and no headphones/earbuds.

During each shift the Library Monitor will be required to push heavy book carts, lift cases of printer paper, climb on a step stool to reach shelves, bend low and stretch high to reach shelves.

The incumbent will be occasionally required to resolve unpleasant interpersonal situations including, people setting off the theft detection alarm, network/Internet issues, unattended children and loud or disruptive behaviour.

RESPONSIBILITIES

1. Monitors the library and computer labs and provides basic assistance to library and computer lab users when other library staff are off-duty.

- Greets library users.
- Assists library users at the library circulation desk with inquiries and requests for information.
- Checks library materials out to users on the library computer system, and checks returned material back into the system.
- Provides general information about the library and computer use policies and services.
- Assists users to find information and appropriate resources both in the physical library collection and online, and refers requests that are outside the scope of expertise to appropriate library staff.
- Assists users with basic computer application and printer problems as needed and alerts Manager about extended Internet outages.
- Finds resources as assigned or requested.
- Maintains photocopier and printer paper trays in the library and computer labs.
- Maintains an atmosphere conducive to study and ensures children are accompanied by a parent/guardian.
- Locks/unlocks library, computer labs and classroom doors as scheduled.
- Alerts security staff to any immediate concerns and reports all issues and incidents to the Manager or designee.

2. Assists with collection maintenance.

- Shelves books, videos and periodicals in proper order.
- Shelf-reads and shifts the collection as assigned.
- Assists with preparing resources to be shelf-ready.
- Records and collates library usage data as assigned.
- Checks the shelves for overdue items.
- Dusts and straightens bookshelves, cleans work areas and whiteboards, waters plants, etc.
- Completes other tasks as assigned by the Manager or designee.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position works alone, with access to campus security – every shift.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of computer applications and Internet skills, including navigating, downloading and printing from a range of applications.
- English oral and written communication skills.
- Interpersonal and customer service skills.
- Attention to detail for shelving library materials and performing other tasks accurately.
- Problem-solving skills.
- Filing/sorting skills.
- Ability to work without direct supervision and to follow written and oral instructions.
- Self-management skills including reliability, independence and punctuality as the position works alone and must be able to perform learned routine tasks.
- Ability to communicate clearly with library users, co-workers and supervisors.
- Ability to work with and troubleshoot office machines, such as copiers and printers.
- 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:

Grade 12 diploma and paid or volunteer experience in an administrative or service oriented role

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: Select language

Required

Preferred