



*Burnaby Public Library invites applications for the following position.*

## **SENIOR CLERK 2 – LIBRARY PUBLIC SERVICES**

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Burnaby Public Library is seeking a regular full-time Senior Clerk 2 – Library Public Services to lead a team of skilled and dedicated clerical staff at the Tommy Douglas Library.

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Burnaby Public Library empowers the community to engage with and share stories, ideas and information. Our vision is a welcoming community where all people can explore, learn and connect.

Burnaby is the third largest city in British Columbia, with excellent rapid transit links, significant parkland, and well-equipped recreational facilities. Our 230,000 residents speak more than 100 languages, and more than half of our culturally diverse population has a mother tongue other than English.

BPL's four branches are important public spaces, meeting places and centres for discovery and dialogue, anchored by our broad and deep collections and our commitment to in-person service. BPL is changing to continue to meet the needs of our highly diverse community, with an increased emphasis on community-led approaches and connecting with people outside the library, a greater focus on digital literacy, and a commitment to upgrading and rethinking our public and staff spaces.

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**Position Title: SENIOR CLERK 2 - LIBRARY PUBLIC SERVICES**

**Position Summary:**

The Senior Clerk 2 - Library Public Services will lead a team of clerical staff to deliver exceptional library service to Burnaby's diverse community. The Senior Clerk 2 reports to the Branch Manager.

Burnaby Public Library has recently reviewed our public service staffing model. Work to implement the new model began this year and implementation will take place at the beginning of 2021. Along with other senior staff, the Senior Clerk 2 will guide and support staff through this change. The focus, scope, responsibilities and reporting relationships of all public service positions may change.

This is a regular full time position. The weekly hours are 35 with varying shifts including evenings and weekends.

**Duties:**

- Plans, coordinates, assigns, supervises, reviews and evaluates the work of a large group of clerical subordinates engaged in circulation operations and branch activities. Schedules public service staff at the branch.
- Directs and participates in day to day branch circulation clerical operations.
- Leads and empowers staff to provide welcoming, inclusive service to patrons of all ages. Supports and motivates staff to develop, grow and stretch in an organizational culture that reflects BPL values and in a rapidly changing library environment.
- Participates in the selection of subordinates and provides training for existing and new clerical staff.
- Receives and responds to public complaints concerning library clerical procedures. Makes recommendations relative to new or improved clerical procedures.
- Prepares and maintains a variety of records and reports related to the work such as circulation statistics, repairs related to the building, furniture and servicing of equipment.
- Handles or ensures proper handling of branch cash, cash register and copy machine monies.
- Ensures equipment related to circulation services is maintained and repaired when required, receives and coordinates requests for building maintenance services and updates janitorial tasks and ensures completion.

- Participates in meetings and on committees related to the work and participates in outreach activities and planning for special events.

**Qualifications:**

- Completion of Grade 12 including or supplemented by commercial and supervisory courses and/or library technician courses, plus considerable related experience or an equivalent combination of training and experience.
- Considerable knowledge of office methods and procedures and of library clerical methods and procedures applicable to the work.
- Considerable knowledge of business English, spelling and an aptitude for mathematics.
- Sound knowledge of applicable rules and regulations governing library operations.
- Sound knowledge of computer equipment and software used in the work.
- Ability to plan, assign, supervise, review and evaluate the work of a large sized group of library clerical subordinates.
- Ability to schedule staff.
- Ability to participate in the selection of staff and provide training.
- Ability to deal effectively with the public, to supply information, and to interpret and explain library rules and regulations.
- Ability to prepare and maintain a variety of records, files and documents related to the work and to perform a wide variety of clerical duties independently.
- Experience in or aptitude for supervision and leadership, including communication and conflict management, coaching and performance management, planning and coordination.
- An individual who embraces empathy and brings experiences and perspectives that will add to and challenge our leadership team. BPL believes that diversifying our leadership team will make our organization stronger and more reflective of the community we serve.

**Salary:** \$ 28.55 to \$ 34.10 (2019 rates). Burnaby Public Library offers a comprehensive benefit package.

Submit your resume and cover letter to [libadmin@bpl.bc.ca](mailto:libadmin@bpl.bc.ca) by **Friday, October 2, 2020**. Please quote **Competition #22/2020.09.23**.

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We thank all applicants for their interest in Burnaby Public Library. However, only those selected for an interview will be contacted.

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