

King Township Public Library Job Description

JOB INFORMATION			
Job Title:	Branch Programmer with Circulation Duties		
Classification:	Permanent Part-time		
Reports to:	Manager of Community Outreach & Marketing		
Supervision:	No direct reports		
Revision Date:	October 2020	Location:	Nobleton branch; may be required to work at ALL Library locations

JOB SUMMARY:
<p>Working under the direction of the Manager of Community Outreach & Marketing, the Branch Programmer with Circulation Duties prepares and delivers a wide-range of programming for users of all ages at the Nobleton Branch, with an emphasis on early literacy for children ages 5 and under. This position will also have a role in public service and support duties which promote a welcoming and inviting library environment and that meet the strategic direction set forth by the KTPL Board. These duties include, but are not limited to, the provision of public service, circulation and collection maintenance, and representing the Library at community events.</p>

RESPONSIBLE FOR:
<ul style="list-style-type: none"> • Planning creative and highly imaginative programs for all ages, with an emphasis on early literacy for children ages 5 and under • Delivering dynamic programming, in person and through various media formats (e.g. virtual environments) to engage participants both in the Library and offsite as required (e.g. daycares, schools) • Infusing STEAM (Science, Technology, Engineering, Arts and Mathematics) concepts into programming when appropriate • Communicating empathetically and effectively to all demographics and user groups • Preparing statistics and reports as required • Staying current with all KTPL programming, services and promotional materials (e.g. frequently checking the Library's website, social media accounts, etc.) • Updating branch displays and promotional materials as directed by Marketing & Communication staff • Participating in collection management activity as directed by the Branch Supervisor or Manager of Content and Information Technology (e.g. shelving, shifting, weeding, screening & sorting donations) • Engaging with the community, representing the Library at events held at various venues across the Township and Region • Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations

- Mastering the Library's suite of electronic platforms, ILS (catalogue) and digital resources, to effectively instruct the public in their use, actively promoting them where appropriate
- Providing reader's advisory services for all ages
- Processing interlibrary and interbranch loans (including receiving and preparing deliveries)
- Handling cash, debit and credit card transactions and end of shift reconciliations
- Trouble-shooting and addressing problems with equipment and technology as needed
- Directing/supervising Pages, volunteers or other student staff in the absence of management
- Safe operation of library facilities, e.g. opening and closing procedures, health & safety inspections, etc.
- Participating in staff meetings and committees
- Compliance with all Library Policies and Procedures including Health & Safety, Personnel, etc.
- All other duties as assigned

QUALIFICATIONS:

- Secondary school diploma or equivalent
- Early Childhood Education diploma or related discipline
- 2 years' experience in a library environment and/or working with children
- Familiarity with integrated library systems is considered an asset
- Demonstrated expertise in customer service
- Strong presentation, written and oral communication skills
- Fluent in English (verbal, writing and reading)
- Proficient with Microsoft Office and experience with online searching
- Works as a team player, contributing to the overall success of the library and exhibits a learning and growth mindset
- Proof of valid Ontario Driver's License, up-to-date insurance and reliable transportation is a must
- Able to work flexible hours, including evenings and weekends, at ALL branches within the library system
- Successful candidate will be required to produce a current Vulnerable Sector Check
- Minimum physical requirements: able to lift 30 pounds, bend, reach, and stretch

WORKING ENVIRONMENT:

- Rapidly changing, highly automated public environment serving all demographics and user groups
- Requires day, evening and weekend shifts at any of the KTPL's locations and community events
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving the public and stakeholders: may be exposed to conflict and emotionally-charged situations
- Local travel to events and community organizations
- Involves standing, computer and electronic device usage, and occasional light physical exertion (e.g. pulling, lifting & carrying materials, boxes & equipment)

COMPETENCIES:

- Exhibits the flexibility to accept change and the resilience to adapt with curiosity and enthusiasm
- Performs duties with judgement and initiative
- Organizes work effectively
- General understanding of public library services
- Demonstrates knowledge and skills necessary to work effectively with all demographics and user groups
- Proven ability to work accurately and multi-task while meeting deadlines
- Strong time management and organizational skills with attention to detail

Customer Service:

- Provides excellent service in person, on the telephone and through electronic communications that is customized to meet the needs of individual users
- Feels energized serving members of the public, maintaining positivity and enthusiasm in a busy work environment with frequent interruptions
- Recognizes when to refer users or questions to other staff or organizations
- Ability to function calmly and effectively during stressful situations
- Uses tact, discretion and respects confidentiality

Problem-Solving and Decision-Making:

- Looks for alternative solutions to problems; knows when to proceed with a solution and make a decision independently or when to seek help or guidance from other staff or escalate to management

Team Work:

- Works as a team player, contributes to the overall success of the Library and exhibits a learning and growth mindset
- Ability to work autonomously or cooperatively in a team environment

Learning and Personal Growth:

- Ongoing development of knowledge, skills and abilities through a commitment to personal growth and lifelong learning
- Anticipates and adapts to change with a sense of optimism and opportunity

Communication:

- Strong presentation, written and oral communication skills
- Fluent in English (verbal, writing and reading)

Technology:

- Proficient with Microsoft Office and experience with online searching
- General knowledge of creative software (i.e. Photoshop, Adobe Creative Suite)
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge