



# King Township Public Library Job Description

<b>JOB INFORMATION</b>			
Job Title:	<b>Library Assistant</b>		
Classification:	Permanent Part-time (Grade 2)		
Reports to:	Branch Services Coordinator		
Supervision:	No direct reports		
Evaluation Date (MPE):	October 2020	Location:	Home branch TBD; may be required to work at ALL Library locations

<b>JOB SUMMARY:</b>
<p>Working under the direction of the Branch Services Coordinator, the Library Assistant provides a wide range of public service and support duties that promote a welcoming and inviting library environment and meet the strategic direction set forth by the KTPL Board.</p>

- | <b>RESPONSIBLE FOR:</b>  |
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| <ul style="list-style-type: none"> <li>• Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations</li> <li>• Providing reader's advisory services for all ages</li> <li>• Demonstrating a proactive approach to customer service and engage with customers on the library floor and work beyond the desk to enhance their overall experience.</li> <li>• Uphold Library's code of conduct in public spaces</li> <li>• Mastering the Library's suite of electronic platforms, ILS (catalogue) and digital resources to effectively instruct the public in the use of these resources, actively promoting them where appropriate</li> <li>• Communicating empathetically and effectively to all demographics and user groups</li> <li>• Processing interlibrary and interbranch loans (including receiving and preparing deliveries)</li> <li>• Handling cash, debit and credit card transactions and end of shift reconciliations</li> <li>• Trouble-shooting and addressing problems with equipment and technology as needed</li> <li>• Preparing statistics and reports as required</li> <li>• Staying current with all KTPL programming, services and promotional materials (e.g. frequently checking the Library's website, social media accounts, etc.)</li> <li>• Updating branch displays and promotional materials as directed by Marketing &amp; Communication staff</li> <li>• Engaging with the community, representing the Library at events held at various venues across the Township and Region</li> <li>• Planning and delivering programs and events for all ages as directed by Programming staff</li> </ul> |

- 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)
- 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
- 2 years' experience in a library, public service or retail environment
- Familiarity with integrated library systems is considered an asset
- Demonstrated expertise in customer service
- Strong 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 for meetings, events and outreach
- 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
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge

