

King Township Public Library

Job Description

| JOB INFORMATION | | | |
|-----------------|---------------------------------|-----------|-----------------|
| Job Title: | Circulation Assistant | | |
| Classification: | Part-time – fixed term contract | | |
| Reports to: | Branch Supervisor | | |
| Supervision: | No direct reports | | |
| Revision Date: | August 2023 | Location: | Home branch TBD |

| JOB SUMMARY: |
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| <p>Under the guidance of the Branch Supervisor, this role is primarily responsible for delivering front-line service and supporting collections. The objective is to create a welcoming, friendly, and helpful library environment in alignment with the strategic direction established by the KTPL Board. There may be occasional opportunities to assist with additional public service functions, both within the library and in the community.</p> |

| RESPONSIBLE FOR: |
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| <ul style="list-style-type: none"> Delivering circulation and basic information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations Shelving materials in their proper location with accuracy and speed Shelf-reading and maintaining orderly shelves, including shifting as needed Ancillary duties including photocopying of materials, straightening and tidying library shelves, tables and lounges and processing Handling cash, debit and credit card transactions Basic awareness of the Library's suite of electronic platforms, ILS (catalogue) and digital resources to effectively serve, and when possible, instruct the public in the use of these resources, actively promoting them where appropriate Communicating empathetically and effectively to all demographics and user groups Recognizing boundaries of service capabilities; the ability to discern when a patron requires assistance from qualified staff and how to professionally facilitate that transfer of service Trouble-shooting and addressing problems with equipment and technology as needed Using the communication tools provided, keeping up to date with critical information, i.e., program schedule, events, service offerings, process updates, etc. Updating branch displays and promotional materials as directed by Community Engagement & Marketing staff |

- Collecting statistics and reporting as required
- Assisting with programs and events for all ages as directed by Programming staff
- Participating in collection maintenance activity as directed by the Branch Supervisor or Manager of Content and Information Technology (e.g. shelving, shifting)
- Safe operation of library equipment and facilities in compliance with all Library Policies and Procedures including Health & Safety, Personnel, etc.
- All other duties as assigned

QUALIFICATIONS:

- Secondary school diploma or equivalent preferred, completion of Grade 10 required
- Experience in customer service
- Experience in a library and familiarity with integrated library systems, public service or retail environment is considered an asset
- Strong oral communication skills
- Fluent in English (verbal, writing and reading)
- Experience working with computers and comfortable learning new technology, e.g. online searching, Google applications, library tools, etc.
- Works as a team player, contributing to the overall success of the library and exhibits a learning and growth mindset
- Reliable transportation is a must – minimal or no public transit service depending on branch
- Able to work flexible hours, including evenings and weekends (both Saturday and Sunday) at assigned branch
- Minimum physical requirements: able to lift 30 pounds, bend, reach, and stretch, read fine print and computer screens, hear and verbally respond to both in-person and over-the-phone transactions

WORKING ENVIRONMENT:

- Rapidly changing, highly automated public environment serving all demographics and user groups
- Primarily works a regular schedule at assigned KTPL branch, with opportunities to work at other branches or community events, which may require local travel
- Includes evening and weekend shifts, including Sundays
- 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

- 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 customer service
- Demonstrates knowledge and skills necessary to work effectively with all demographics and user groups
- Ability to work accurately and multi-task while meeting deadlines
- Time management and organizational skills with attention to detail

Customer Service:

- Provides excellent service in person and over the telephone 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
- Ability to work autonomously or cooperatively in a team environment

Learning and Personal Growth:

- Anticipates and adapts to change with a sense of optimism and opportunity

Communication:

- Strong oral communication skills
- Timely communication with peers and supervisors
- Keeps current with information critical to position
- Fluent in English (verbal, writing and reading)

Technology:

- Basic to intermediate computer skills
- Demonstrates a strong aptitude for acquiring new technical skills and knowledge