

King Township Public Library

Job Description

JOB INFORMATION			
Job Title:	Library Assistant		
Classification:	Permanent Part-time (Grade 2)		
Reports to:	Branch Supervisor		
Supervision:	No direct reports		
Evaluation Date (MPE):	June 2023	Location:	Home branch TBD; may be required to work at ALL Library locations

JOB SUMMARY:
Working under the direction of the Branch Supervisor, 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.

RESPONSIBLE FOR:
<ul style="list-style-type: none"> Delivering circulation and information services to the public, proactively pursuing opportunities to assist library users, anticipating needs and striving to exceed expectations Providing reader's advisory services for all ages Demonstrating a proactive approach to customer service, engaging with customers on the library floor and working beyond the desk to enhance their overall experience. Upholding the Library's code of conduct in public spaces 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 Communicating empathetically and effectively to all demographics and user groups 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 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 Engaging with the community, representing the Library at events held at various venues across the Township and Region

- Planning and delivering programs and events for all ages as directed by Programming 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)
- 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 able to produce an acceptable Vulnerable Sector Check upon request
- 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