



# King Township Public Library Job Description

JOB INFORMATION			
Job Title:	<b>Library Assistant</b>		
Classification:	Part-time Permanent	Pay Grade:	2
Reports to:	Branch Supervisor		
Supervision:	No direct reports		
Revision Date:	July 2024	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:**
- 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.
  - Uphold 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)
- Overseeing Circulation Assistants, 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:**

### **Customer Service**

- Provides excellent service in person and over the telephone
- Maintaining positivity and enthusiasm in a busy work environment
- Recognizes when to refer users or questions to other staff or Supervisor
- Uses tact, discretion, and respects confidentiality
- Understanding of public library services

### **Learning and Personal Growth**

- Adaptability and resilience during stressful situations
- Organizes work effectively i.e. multitask, meet deadlines, time management, attention to detail
- Work effectively with all demographics and user groups
- Ongoing development of knowledge/skills through commitment to personal growth and lifelong learning

### **Problem-Solving and Decision-Making**

- Performs duties with judgement and initiative i.e. know when to proceed with a solution or when to seek help or guidance

### **Team Work**

- Works as a team player, cooperatively as well as autonomously

### **Communication**

- Effective and timely communication with peers, supervisors, internal and external stakeholders
- Keeps current with information critical to the position

### **Technology**

- Demonstrates a strong aptitude for acquiring new technical skills and knowledge