



## King Township Public Library Job Description

### JOB INFORMATION

Job Title:	<b>Circulation Assistant</b>		
Classification:	<b>Saturdays plus Float - Contract</b> (August 2025-June 2026)		
Reports to:	Branch Supervisor		
Supervision:	No direct reports		
Revision Date:	July 2025	Location:	Home branch TBD; may be required to work at ALL library locations

### JOB SUMMARY:

Working under the direction 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.

### RESPONSIBLE FOR:

- Delivering basic circulation and 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 efficiency
- Shelf-reading and maintaining orderly shelves, including shifting as needed
- Ancillary duties including photocopying of materials, straightening and tidying library shelves, tables and lounges, cleaning and inspecting audiovisual materials and equipment
- 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 Marketing & Communication 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 Collections and 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
- Experience in customer service
- Experience in a library and familiarity with integrated library systems 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 the 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
- 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:**

### **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

### **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

### **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

### **Teamwork**

- 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 an aptitude for acquiring new technical skills and knowledge