



To inspire and enrich for life

2023-04

January 23, 2023

Senior Library Assistant (E)

Forest Heights Community Library

Full-time position

Salary range – \$52,230 - \$60,590

Day, evening and weekend shifts required

The Senior Library Assistant, Community Library provides a high level of customer service for all members of the community in a way that meets their unique needs, regardless of their age, background, or ability level. This includes customers that may be living with addiction, mental illness or experiencing homelessness. The position holder also assists the Division Manager, Community Library in the smooth operation of the branch, supervises and trains the shelving staff and performs other duties including those that ensure the health and safety of the community library.

RESPONSIBILITIES

- Provides reference, readers' advisory services technology support and advanced circulation services for customers of all ages and backgrounds, including customers that may be living with a disability, addiction, mental illness, experiencing homelessness or have other complex needs. This is done in person or over the telephone. Practices pro-active reference in accordance with established standards.
- Instructs the public on the use of print and electronic resources including the library catalogue, and hardware, software, and electronic resources (databases) and services.
- Answers telephone inquiries from the public and staff at other locations about programs, availability of materials, hours of operation, etc.
- Generates ideas for programs, researches appropriate presenters, communicates with presenters and oversees publicity, inclusive of writing and preparing promotional material.
- Plans and delivers programs as assigned.
- Provides outreach and conducts tours to support and promote library services and resources.
- Supports partnerships with organizations in the community to facilitate cooperative initiatives
- Assists the Division Manager, Community Library in the smooth operation of the facility and oversees the branch location when the branch manager is absent. In this capacity, supports training, coaching and acts as a resource and role model for branch staff.
- Assists with implementing new procedures.
- Participates in the selection of Shelvees and other non-professional staff as assigned.
- Supports training, evaluation and scheduling of shelvees.

- Responsible for scheduling of meeting rooms for internal and external customers including preparing rental contracts and collecting rental fees when necessary.
- Performs a variety of other support duties which may include ordering supplies, processing materials, weeding collections and preparing monthly statistics. Participates on library committees, task groups and projects as required.
- Ensures that staff follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.
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QUALIFICATIONS

- Post-secondary degree/diploma
- Two to three years of library experience required
- Strong commitment to excellence in public service
- Demonstrated ability to interact positively and build relationships with customers in a way that meets their unique needs, regardless of their age, background, or ability level
- Ability to show sensitivity and respect for all customers
- Strong aptitude and interest in serving a diverse customer base including customers with complex needs
- Strong communication skills including the ability to assess customer needs, listen, respond and/or refer as required
- Good written communication skills
- Excellent interpersonal skills and the ability to motivate and direct staff
- Ability to work in a team setting
- Ability to learn new technologies and work comfortably in an automated technological environment demonstrated through recent experience
- Ability to learn and use the library computer system effectively
- Strong organizational and problem-solving skills
- Ability to work independently
- Ability to be flexible and adapt to changing needs and priorities

Kitchener Public Library is committed to an inclusive and diverse workplace where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals.

In accordance with the Library's COVID-19 Vaccine policy, new Kitchener Public Library staff are required to be fully vaccinated against COVID-19 as a condition of employment. Valid medical or Ontario Human Rights Code exemptions are permitted.

If you are interested in this position, please send your résumé and application form to Human Resources via resumes@kpl.org by **Wednesday, February 1, 2023**. Please quote **Senior Library Assistant, Forest Heights** in the subject line. To print a copy of our application form, go to www.kpl.org/your-library/job-opportunities.