
POSITION: Library Public Services Assistant, Casual Relief
DEPARTMENT: Grey Highlands Public Library System
REPORTS TO: Chief Executive Officer

SUPERVISES: 0

GRADE: 3 (\$24.24-\$28.35)

PURPOSE OF POSITION

Reporting to the CEO/Chief Librarian, the Library Assistant, Casual Relief is responsible for providing excellent and accessible day-to-day service to library patrons.

MAJOR RESPONSIBILITIES

- (May) open and close library.
- Staffs the circulation desk, assisting patrons with research and reference needs.
- Provides reader advisory service, connecting patrons to reading materials in the Library's physical and digital collections.
- Assists/supports patrons with technology support (i.e. printing, faxing, scanning, navigating basic computer software, eReaders, mobile applications).
- Assist with the maintenance of asset inventories and databases using GIS tools, service requests and work order systems, financial reporting systems, asset management software, and other data management tools.
- Shelves materials and maintains shelf order.
- Assists in maintaining the library as a clean, safe, and welcoming environment.
- Assists patrons with photocopy and fax service.
- Collects fines and other revenue.
- Reports and records asset maintenance needs or repairs to team leader or manager in support of asset management.
- Fills in for other staff during absences.
- Assists staff with other duties as required.
- Adheres to all board policies and procedures.
- Acts in a professional manner always.

KNOWLEDGE AND SKILLS

Education and Experience:

- Minimum Grade 12 diploma.
- One-year experience in a related field.

Work Requires:

- Excellent front-line customer service skills.
- Familiarity with integrated library systems, library resources, databases, and online research methods.
- Demonstrated computer and Internet skills.
- Proficiency with a variety of software packages and tools, including Office 365, Microsoft Word, and Microsoft Teams.
- Excellent oral and written communication skills.
- Demonstrated ability to work independently and as a member of a team.
- Willingness to take additional library training to be considered for additional responsibilities.

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- Reliable transportation and flexibility to travel from branch to branch, if required.
 - Valid vulnerable sector check.

IMPACT OF ERROR

As this position involves regular and ongoing contact with patrons, poor performance could result in the library having a negative image within the community. Since patron information is confidential, a breach of that confidentiality could reflect negatively on the library.

WORKING CONDITIONS

- Often works in full public view.
- May have to deal with difficult issues and/or confrontational patrons.
- May be required to work evening/weekends and must be willing to work at all branches.
- May work alone.
- Position requires lifting to maximum of 30 lbs.
- Adheres to all legislation, policies, and procedures applicable to the position (e.g. Health and Safety, Human Rights, library policies.).
- May be required to lift/carry boxes of books, transport courier bins from one branch to another, and assist with moving of shelves.
- Occasionally required to shovel snow from walkways and exits.

CONTACTS

Communication is generally with the public.

Candidates for the above position are invited to submit a resume and cover letter in one document, preferably by e-mail, referencing "Library Public Services Assistant, Casual Relief" prior to 4 PM on Tuesday, November 5th, 2024 to:

jobs@greyhighlandspubliclibrary.com

The Grey Highlands Public Library is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. Based on the nature of the position, pre-employment screening may be required including but not limited to; Criminal Record Searches, Financial Credit Inquiries; Educational and Credential Verification; Driver's Abstracts; Drug/Alcohol Testing; Pre-Medical Testing and Investigative Employment References.