



To inspire and enrich for life

Library Assistant

Grand River Stanley Park Community Library

Part-time position – Approximately 18.5 hours per week

Hourly rate - \$23.45

Day, evening and weekend shifts required

The Grand River Stanley Park Community Library has an opening for a part-time Library Assistant. The Library Assistant provides a high level of customer service at the Community Library 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. Services include basic reference, readers' advisory and technology support services and services related to the circulation of materials. The position holder also performs a variety of support duties for public service activities.

RESPONSIBILITIES

- Provides a high level of service to customers of all ages and backgrounds and includes customers that may be living with addiction, mental illness or experiencing homelessness.
- Provides basic reference and readers' advisory assistance and technology support services related to the circulation of materials. For example: checking in/out and renewing of materials; explaining policies and procedures and granting exceptions when appropriate; collecting fines; negotiating financial transactions; etc.
- Checks customer identification, registers customers as library members, and renews expired memberships.
- Provides ongoing basic reference and readers' advisory assistance and technology support services for customers in person and by telephone. Refers customers to other library system resources and instructs them on the use of the library's catalogue and other print and electronic resources. Practices proactive reference in accordance with established standards.
- Answers telephone inquiries from the public and staff at other locations about programs, availability of materials, hours of operation, etc.
- Performs a wide variety of duties in support of community library activities.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Post-secondary degree/diploma or equivalent education and library experience
- Strong commitment to excellence in customer service demonstrated through recent experience
- 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, including serving customers with complex needs

- Demonstrated good written and verbal communication skills with the ability to be courteous and show respect
- Ability to assess customer needs, listen, respond and/or refer as needed
- Demonstrated ability to articulate library policies and to interact with customers of all ages and backgrounds, clearly and positively
- Ability to learn new technologies and work comfortably in an automated technological environment demonstrated through recent experience
- Ability to function as an effective member of a work team demonstrated through recent experience

Closing date for applications is **Thursday, April 22, 2021**

To print a copy of our application form, go to www.kpl.org/jobs

Please address cover letters and résumés to:

Senior Manager, Human Resources
Kitchener Public Library
85 Queen Street North
Kitchener ON N2H 2H1
Email: resumes@kpl.org
Fax: 519-743-1261
TTY: 1-877-614-4832

Please quote Library Assistant, GRSP in the subject line

Kitchener Public Library is committed to and strives to be a leader in equitable workplaces. To this end, we encourage all interested applicants to self-identify.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

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.

Accommodations are available upon request for applicants with a disability. Please contact Human Resources Staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at hr@kpl.org