



To inspire and enrich for life

Senior Library Assistant, Heffner Studio

Heffner Studio

Permanent part-time position - Approximately 15 hours per week

Hourly Rate - \$27.80

Day, evening and weekend shifts required

Heffner Studio has an opening for a Senior Library Assistant, Heffner Studio. The position holder provides a high level of customer support in Heffner Studio and its related services with a focus on new and emerging technologies including audio, video and digital media. This involves 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 conducts and supports public programming, instruction and staff training and provides input to develop guides and documentation for the use of Heffner Studio technologies.

RESPONSIBILITIES

- Creates a welcoming customer focused experience that is responsive to users of Heffner Studio and its related services. Provides a high level of customer service support for customers of all ages and backgrounds and includes customers that may be living with addiction, mental illness, experiencing homelessness or have other complex needs.
- Provides customer support on the use of software and equipment to a wide variety of users inside Heffner Studio and other locations as required.
- Assists customers to book Heffner Studio rooms, services and equipment. Greets and checks in customers when they arrive for bookings, sets up and takes down rooms and/or equipment between bookings. Cleans equipment as needed.
- Communicates library policies and procedures clearly and positively.
- Participates in implementing and evaluating services and procedures for Heffner Studio.
- Plans and delivers orientations, training, hands-on workshops and instructional programs for the public and staff on a variety of Heffner Studio and related service topics.
- Produces audio and video content to promote Heffner Studio and support the library.
- Prepares and maintains training materials, guides and procedures relating to Heffner Studio equipment and software for the public and staff.
- Works collaboratively with staff from other departments to create and deliver programs. Provides technical support for staff from other departments who are planning and delivering public programs in Heffner Studio.
- Participates in the development of collaborative relationships within the community, liaises with community organizations and provides logistical and technical support to facilitate educational programs at Heffner Studio.

- Identifies and reports equipment and software in need of maintenance and repairs and makes recommendations for replacement. Supports the inventory and tracking of equipment.
- Maintains an awareness of trends and developments in related technology.
- Serves on library committees, task groups and projects as required.
- Assists customers with accessing filmmaking activities and equipment. This includes filling orders (taking payments and recording transactions) and moving equipment for pickups, returns and when needed for library, programming, rentals and events.
- Provides other support services and miscellaneous duties for the ongoing operation of Heffner Studio.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Secondary School Graduation Diploma supplemented by training/courses in the use of digital media technologies
- Experience in the use of digital media, audio and video technologies
- One to two years of related experience providing service to the public in a library or technology environment
- Strong commitment to excellence in customer 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
- Demonstrated hands-on experience with a range of digital media resources and technology including experience working in an Apple environment
- Able to learn and work effectively with new and emerging technologies
- Knowledge of audio and video production and the use of audio and video recording equipment and digitization equipment and software
- Strong instructional skills and verbal and written communication skills
- Excellent presentation skills in one-on-one and group settings
- Ability to be flexible, handle multiple tasks and frequent interruptions
- Excellent team skills
- Good organizational skills and the ability to work independently with minimal supervision

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.

Closing date for applications is **Tuesday, May 24, 2022**

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

Please address cover letters and résumés to:

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 Senior Library Assistant, Heffner Studio in the subject line

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

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.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at resumes@kpl.org.