



To inspire and enrich for life

**Senior Library Assistant
Information Services
Full-time position
Day, evening and weekend shifts required**

The Information Services has an opening for a full-time Senior Library Assistant, Information Services. The position holder provides a high level of customer service at the Central 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 reference, readers' advisory and technology support services and services related to the circulation of materials. The position holder also performs duties related to the planning and delivery of programming and outreach initiatives.

RESPONSIBILITIES

- Provides reference, readers' advisory services and technology support services 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. This is done in person, over the telephone and via email using print and electronic resources, and internal documentation.
- Practices pro-active reference in accordance with established standards.
- Provides customer service related to the circulation of materials, such as checking in/out and renewing materials; explaining policies and procedures and granting exceptions when appropriate; negotiating financial transactions; etc.
- Instructs the public on the use of print and electronic resources including the library catalogue and hardware, software, and electronic resources and services.
- 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.
- Provides support services for the ongoing operations of the Information Services Department that includes special projects, collection maintenance, merchandising, holds lists, etc.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.
- Post-secondary degree/diploma
- One to two years of library experience

- 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
- Strong organizational abilities and problem-solving skills
- 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
- Ability to show flexibility and adapt to changing needs and priorities

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 **Thursday, December 2, 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

Salary range: \$51,365 - \$59,557

Please quote Senior Library Assistant, Information Services 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 hr@kpl.org