



To inspire and enrich for life

**Senior Library Assistant, Community Library
Pioneer Park Community Library
Full-time position
Day, evening and weekend shifts required**

The Pioneer Park Community Library has an opening for a full-time Senior Library Assistant, Community Library. The position holder 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 Manager, Pioneer Park 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 and technology support services for customers of all ages and backgrounds and includes 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 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 Shelves and other non-professional staff as assigned.
- Supports training, evaluation and scheduling of shelvees.

- 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

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, Pioneer Park 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 1-877-6144832, or by email at hr@kpl.org