
EDWARDSBURGH CARDINAL PUBLIC LIBRARY

JOB DESCRIPTION

LIBRARY ASSISTANT (CONTRACT)

POSITION SUMMARY

Under the direction of the Branch Supervisor and Chief Executive Officer (CEO), Library Assistants are responsible for providing circulation and reference services to members of the public and to complete select administrative services. Library Assistants work as part of a team to provide quality reference and reader's advisory service, assist with Children, Teen, Adult, and Senior Services, maintains certain areas of library resources and ensures the smooth operation of the branch in the absence of Branch Supervisors and CEO. NOTE: This is a temporary position for a minimum of 3 months, with the possibility for extension.

DUTIES AND RESPONSIBILITIES

1. CIRCULATION SERVICES

- check in and out books and perform other circulation duties (renew, place holds, etc.)
- create new patron cards and update existing patron accounts
- follow library policies and provincial legislature on privacy and confidentiality when deal with patrons and patron accounts
- follow correct opening and closing procedures
- shelve and shift library materials and shelf-read stacks
- greet members of public as they arrive and conduct transactions in a polite and respectful manner

2. REFERENCE SERVICES

- assist patrons with reference and reader's advisory: finding information and library materials relevant to the customer's need
- teach and assist patrons with proper use of computers, internet, WiFi, printing, photocopying, and other technology
- collect and record statistics as required
- create displays, informational handouts or promotional items as required
- direct and teach members of the public about online library services, such as the OPAC (public catalogue), library website and e-resources
- regularly check phone messages and email and respond to inquiries in a timely manner
- stay current with new/ changing programs and services offered at both library locations
- follow library policies and legislature including, but not limited to, copyright, intellectual freedom and customer code of conduct
- refer difficult questions or situations to Branch Supervisor and/or CEO

3. ADMINISTRATIVE SERVICES

- prepare catalogued books to go on shelves
- receive, catalogue and process magazines
- place, receive and process inter-library loans, inter-branch loans and pooled collections
- receive donations and conduct other monetary transactions with public (fines, photocopy fees, etc)
- pick up and drop off mail when requested by Branch Supervisor or CEO
- catalogue books when requested by Branch Supervisor or CEO
- contribute to Collection Maintenance by selecting and discarding materials when requested by Branch Supervisor or CEO

4. WORKING AS A TEAM

- communicate with co-workers and supervisors necessary updates and changes to best help staff to serve the public
- consult with co-workers and supervisor about any scheduling changes
- inform your supervisor of necessary purchases for library/ office supplies and lending material recommendations
- attend staff meetings and complete training sessions promptly to stay up to date on the library and important legislature
- be tidy and respectful of your workspace. Clear/ tidy desk at end of each shift and properly label any unfinished tasks
- be respectful of fellow employees and follow library policies and provincial legislature regarding workplace violence and harassment

5. OTHER RESPONSIBILITIES

Library Assistants may be

- required to assist with Homebound Services including selecting, delivering and picking up reading materials
 - required to supervise volunteers
 - required to work alone
 - senior person in charge or exercise responsibility for the library if supervisors are absent
 - given special projects from time to time at the discretion of the Branch Supervisor and CEO
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- Library Assistants are responsible for complying with all applicable Health and Safety legislation and all library policies related to Occupational Health and Safety

QUALIFICATIONS

EDUCATION:

Ontario Secondary School Diploma or equivalent required

Library and Information Technician Diploma, EXEL certificate or equivalent preferred

EXPERIENCE:

Minimum 1 year related experience in library or customer service

LANGUAGE:

English - oral, written, and reading fluency

KNOWLEDGE:

Trends in adult, children and teen literature in a variety of formats

Electronic references and resources offered by the Edwardsburgh Cardinal Public Library

Methods and techniques for proper sorting and shelving of library materials using alphabet and Dewey Decimal Classification System

Computer literacy: ability to use and teach various computer skills including, but not limited to, office programs (Word, Excel, Outlook, etc.), file storage and sharing, internet functions (email, social media, library website, e-resources, etc.) and library software (SirsiDynix, Enterprise, OverDrive, etc)

Methods and techniques for responding to patron inquiries, retrieving information, and dealing with patron complaints

Working knowledge of Occupational Health and Safety Legislature

PHYSICAL REQUIREMENTS:

Standing, sitting, walking, bending, lifting and reaching materials on shelves

Pushing, pulling book carts

Climbing stairs

Frequent typing and staring at screens

Ability to lift and carry, and manoeuvre book carts up to 25 lbs.

SKILLS:

Ability to perform multiple tasks simultaneously

Ability to work with precision and accuracy with minimal supervision

Good customer service and problem solving skills

CRIMINAL/ POLICE RECORDS CHECK:

Required

HOURS OF WORK

Average 8 hours per week, including days, evenings and weekends

RATE OF PAY

\$14.00/hour

PERIOD OF EMPLOYMENT

November 1st, 2017 – April 1st, 2018, with possibility for extension