



To inspire and enrich for life

Library Assistant, Sunday Information Services

Information Services – Sunday Service

Casual contract position - Anticipated to May 2022

Sunday hours – Minimum 15 Sundays per year, 4 hours per Sunday

Hourly Rate - \$23.45

This is a casual contract position working primarily Sunday hours. There will also be opportunities to work other casual hours on evening and Saturday shifts.

Information Services – Sunday Service has an opening for a casual contract Library Assistant, Sunday Information Services. The Library Assistant, Sunday Information Services 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 basic reference, readers' advisory and technology support services and services related to the circulation of materials.

RESPONSIBILITIES

- Provides basic reference and readers' advisory assistance and technology support services for customers of all ages and backgrounds and includes customers that may be living with addiction, mental illness or experiencing homelessness. This is done in person during Sunday hours. This may also be done over the telephone and via email using print and electronic resources during evening and Saturday shifts.
- 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.
- Provides a basic level of instruction to customers on the use of print and electronic resources.
- Assists customers with program registrations, room bookings and reserving a computer.
- Performs duties to support public service activities as required.
- Provides support services for ongoing evening and weekend operations, including Sunday Services as required.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Post-secondary degree/diploma or a combination of equivalent education and relevant experience
- Strong commitment to excellence in customer service
- Demonstrated good written and verbal communication skills
- 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
- Demonstrated ability to function as an effective member of a work team
- Basic keyboarding skills

Closing date for applications is **Friday, October 15, 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, Sunday 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.