



To inspire and enrich for life

Senior Library Assistant, Sunday Heffner Studio Services

Heffner Studio – Sunday Service

Casual contract position - Anticipated to May 2022

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

Hourly Rate - \$27.34

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.

Heffner Studio – Sunday Service has an opening for a casual contract Senior Library Assistant, Sunday Services Heffner Studio. The Senior Library Assistant, Sunday Services Heffner Studio 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.

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 support on the use of software and equipment to a wide variety of users inside Heffner Studio.
- Assists customers to book Heffner Studio rooms, services and equipment. Greets and checks in customers when they arrive for bookings, and sets up and takes down rooms and/or equipment between bookings. Cleans equipment as needed.
- Communicates library policies and procedures clearly and positively.
- Supports use of Heffner Studio by community organizations and provides logistical and technical support to facilitate scheduled activities on Sundays.
- Identifies and reports equipment and software in need of maintenance and repairs.
- Maintains an awareness of trends and developments in related technology.
- Provides other support services and miscellaneous duties for the ongoing operation of Heffner Studio.
- 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

- Secondary School Graduation Diploma supplemented by post-secondary training 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
- Ability 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
- 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

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 Senior Library Assistant, Sunday Heffner Studio 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.