August 2nd 2022

Stratford Public Library

Job Title: Public Service Librarian (Casual)

Classification: Librarian

Summary of Qualifications

Excellent customer service is the foundation of a positive relationship between Stratford Public Library and its community. Reporting to the Public Service Supervisor, the Public Service Librarian is a leader in connecting our collections and services to the community. This position provides reference, reader's advisory, technological, and circulation services to the public. This position includes daytime, evening, and weekend shifts, providing coverage for absences due to illness and vacation. Duties, hours, and responsibilities may be modified as the Library adapts to the needs of the Covid-19 pandemic.

Duties and Responsibilities

1. Delivers reference, reader's advisory, technological, and circulation services directly to the public.
2. Resolves customer service problems and empowers other public service staff to do the same.
3. Assumes responsibility for maintaining the safety and comfort of the Library while on duty; reports issues and incidents to the appropriate personnel.
4. Participates in library committees and other work groups to achieve the goals of the Library.
5. Regularly participates in training opportunities and maintains awareness of developments in the field.
6. Other duties as required.

Formal Qualifications

1. An MLIS degree from an accredited library school, or other combination of education and experience.
2. Customer service experience in a public library setting.
3. Proven ability to deal effectively and positively with the public.
4. Excellent communication skills.
5. Demonstrated competency with current information technology.
6. Ability to maintain effective working relationships at all levels within an organization.

Terms of Employment

Hours of Work: Position acts as an "on-call" Public Service Librarian to cover staff illness and vacation. Hours of work are variable, and change based on the Library's needs. Shifts include days, evenings and weekend work (both Saturday and Sunday).

Rate of Pay: $ 36.73 - $ 43.21 / hour (2022)

Benefits: OMERS pension plan, subject to eligibility; Employee Assistance Plan

Competition Specifics

Application Deadline: 11:59pm Sunday, August 14th 2022

Interviews to take place the week of September 12th – 16th 2022

Anticipated start date: October 3rd 2022

Orientation & training will be provided.

Please apply by e-mail to Julia Merritt, Library CEO, using this address: jmerritt@splibrary.ca. Applicants are thanked for their interest but only those individuals selected for an interview will be contacted.

The Stratford Public Library is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants are asked to make their particular needs known in advance.

Competencies (A fully trained incumbent will demonstrate the following skills/behaviors):

Personal/Interpersonal:
1. Communicates effectively using a variety of methods, to a wide range of audiences and individuals from diverse backgrounds
2. Demonstrates a strong work ethic, personal accountability, and a commitment to public service
3. Committed to personal growth and learning; manages the development of his/her career and improvement of skills
4. Anticipates and adapts to change and challenge effectively
5. Works effectively as a team player and informal leader, developing and maintaining healthy relationships with others to achieve common goals
6. Aptitude for creative problem solving, including employing effective strategies to manage organizational politics, conflict, and difficult co-worker behaviours

Public Service
1. Provides assistance to library users in a manner that is warm, welcoming and respectful
2. Pro-actively pursues opportunities to assist library users, anticipating needs and exceeding expectations
3. Demonstrates comfort in assisting library users with disabilities and accommodating special needs
4. Demonstrates a good working knowledge of the full range of programs and services offered by the library
5. Understands and executes the basic operations of the circulation function
6. Assists users in making the best use of the library
7. Assists users with choosing popular and recreational reading, viewing and listening choices
8. Develops strategies to stay well-informed as a readers' advisor
9. Facilitates library users' requests for information, whether adult, child, or young adult
10. Provides search and retrieval of requested information and presents results that are clear and of appropriate scope
11. Provides informal instruction and assistance to build skills of library users
12. Assists users with the use of public and personal computers and devices

Collection Management
1. Maximizes the appeal of the collection through displays and finding aids
2. Engages readers to discuss books, film, and music

Technology
1. Understands and uses basic computer hardware and peripherals
2. Understands and performs basic operating system functions
3. Understands and performs basic functions and tasks of common software programs
4. Performs basic printing functions from common applications
5. Demonstrates proficiency with word processing programs
6. Demonstrates proficiency with spreadsheet programs
7. Demonstrates a general understanding of all the technologies used by the library
8. Understands and uses the internet and the world wide web
9. Performs basic information searches
10. Understands common security protocols related to internet use
11. Performs basic functions of email applications
12. Understands and uses common social networking and online collaboration tools
13. Demonstrates proficiency with the online catalogue and Download Library
14. Demonstrates proficiency with presentation programs
15. Demonstrates familiarity and beginner-level proficiency with web-based office applications for online collaboration
16. Demonstrates beginner-level proficiency with photo-editing programs