

JOB DESCRIPTION

Library Assistant

Classification: Grade 4

Job Type: Part Time, Permanent



Excellent customer service is the foundation of a positive relationship between Stratford Public Library and its community. Reporting to the Public Service Supervisor, the Library Assistant performs public service and technical duties, primarily in the areas of circulation routines and basic information provision. This position includes day, evening, and weekend shifts subject to organizational needs.

Duties and Responsibilities

1. Performs circulation functions such as new patron registration and renewal of cards; checking in and out of library materials; assessment of charges; placement of reserves and contacting customers, assisting with various regular circulation reports.
2. Provides basic directional information and technological assistance; recognizes when to refer customers to Public Services Librarians and does so appropriately.
3. Resolves customer problems at the circulation desk or refers issues appropriately.
4. Is responsible for ensuring that knowledge of library policies and procedures is accurate and up-to-date and can be clearly conveyed to customers.
5. Provides general information to the public about the Library, its services, collections, and programs.
6. Assists with collection maintenance as directed.
7. Ensures assigned shelves are in proper order.
8. May direct the work of Pages when required.
9. Perform other duties as required.

Qualifications

1. Post-secondary level education. Completion of education in library techniques considered an asset.
2. Proven ability to serve customers effectively and positively in a busy environment, including exercising sound independent judgment and problem-solving skills.
3. Excellent oral and written communication skills.
4. Technology literacy skills with the ability to explain concepts.
5. Physically able to handle Library materials, sit, stand, lift and push boxes on a repetitive and extended basis.
6. Ability to maintain effective working relationships at all levels within an organization.
7. Availability to work varied shifts and hours.
8. Current CPR and First Aid certification an asset.
9. Able to obtain a clear vulnerable sector police check.
10. Be legally entitled to work in Canada.





Terms of Employment

Hours of Work: average of 20 hours per week, including variable evening and weekend shifts

Rate of Pay: Starting wage is \$28.98 per hour, plus 6% vacation pay

Benefits: SPL offers a casual work environment, support for professional development, OMERS Pension Plan, Employee Health Spending Account, Employee Assistance Program, paid sick days of 10 hours per 140 hours worked

How to Apply

To apply, please submit your cover letter and resume by March 12 at 11:59pm to resumes@splibrary.ca

A confirmation e-mail will be sent to indicate the application's safe arrival. Only those candidates selected for an interview will be contacted.

Competition Specifics

- **Interviews** to take place between March 19 and 26
- Anticipated **start date** is mid-April 2025
- Orientation and training will be provided

In accordance with the "Municipal Freedom of information and Protection of Privacy Act" personal information is collected under the authority of the Municipal 2001, and will be used for the purpose of candidate selection. Artificial Intelligence is not being used in the hiring process. Accommodations are available for all parts of the recruitment process. Applicants need to make these needs known in advance. Contact hr@splibrary.ca for more information.

