

POSITION TITLE: **LIBRARY ASSISTANT (Part Time)**

SUMMARY OF DUTIES: Performs assigned tasks in the areas of Circulation, Collection Maintenance, Database Maintenance, Programming and Library Customer Service.

SUPERVISED BY: Director of Library Services. Immediate tasks directed by full-time staff.

DIRECTED BY: Librarian and Full-Time Staff

EDUCATION: A two-year Community College Library Technician Diploma or a combination of education, skills and experience acceptable to the Port Colborne Public Library Board.

EXPERIENCE: One year of public service experience in a public library. Experience with a variety of computer applications, electronic resources, and internet is essential. Demonstrated ability to work with children.

JOB SUMMARY: When assigned to the service desk, this position is responsible for the provision of readers' advisory, assisting library users in accessing the library's print and electronic resources, circulation services, and a range of other desk duties. This position is responsible for reshelving the collection, providing assistance in the maintenance of collections, and assists in the provision of programs. This position may oversee the immediate operations of the library at times when there are no other full-time staff on-site.

MAJOR RESPONSIBILITIES: **(The following sets out the principle functions of the position and shall not be considered a detailed description of all work requirements).**

1. Program/Services

- Provides assistance to library users in a manner that is warm, welcoming, and respectful.
- Provides readers' advisory to patrons to satisfy their informational, recreational, and educational needs.
- Assists library users in accessing the library's print and electronic resources.
- Provides basic instructions and assistance to users with the library's public access technology, peripherals, devices and networks. May also provide limited assistance for patrons using personal devices to access the library's electronic resources.

- Performs regular circulation duties including, but not limited to:
 - the checking in and out of all library materials
 - the registering and updating of library user membership records
 - collecting overdue fines and other related library fees
 - placing reserves on requested materials
 - placing interlibrary and reciprocal borrowing loan requests
 - preparing reserve materials for distribution
 - notifying patrons when reserves or interlibrary loans are available
 - answering telephone calls
 - ensuring that public-use equipment is operational and reporting issues to full-time staff
- Accurately collects revenues accruing from the circulation system, rentals, programs, and print services.
- Answers basic reference questions and refers complex queries to full-time staff.
- Assists patrons looking for materials on the shelves. Reports missing items to full-time staff.
- Reshelves library materials and ensures that library materials are housed in good order on the shelves.
- Reads shelves on a regular basis, checking for items that are missing, misshelved, mislabelled, or in need of repair.
- Maintains the general appearance of the public areas of the library including displays, tidying reading areas, and the service desk.
- Assists and monitors patrons in use of library equipment including public access computers, printers, wireless internet, photocopiers, faxing, and the like.
- Under the supervision of full-time staff, may be required to modify some bibliographic records.
- May be required to assist in the deselection of library material collections.
- Assists full-time staff with inventory.
- Assists full-time staff with the processing, cleaning, and sorting of materials.
- Assists with collection of statistical data.
- Assists the Director and full-time with photocopying.
- Assists with book sale and other fundraising initiatives.
- Assists full-time staff by recommending and promoting programming.
- Under the direction of the Librarian, develops and conducts programming for all ages.
- Assists in the set up and administration of adult and children's/teen programs and/or the orderly operations of the public meeting rooms.
- Distributes library promotional material at the circulation desk and promotes library events and programs to patrons.
- May be required to attend and assist the Librarian during outreach and promotional events in the community.

- Provides referrals to the Museum and Archives Research Centre for more in-depth research on local history, access to a microfilm reader, or newspapers/periodicals that may no longer be available through the library.
- May be required to provide instruction and assistance to volunteers as assigned.
- Takes responsibility for personal safety and health in the workplace and the safety and health of co-workers. Immediately alerts co-workers to possible threats to safety.
- Assists co-workers to settle any disruptions or disturbances in the library. Enforces a safe environment for themselves, co-workers, volunteers, visitors, and library patrons. Enforces zero-tolerance for violence.
- Assists in on-site medical emergencies involving co-workers, patrons, volunteers, visitors and/or patrons. Assists in contacting EMS, the Director, HR and follows up with a thorough and accurate incident report.
- Required to work in compliance with all applicable laws and safe work practices and guidelines including those issued by the Board and/or the City of Port Colborne.
- Required to maintain up-to-date certification in First Aid/CPR and any other safety training mandated by the Board and/or the City of Port Colborne.
- Performs duties as required at all service points and other duties consistent with job responsibilities.
- Presides over the immediate effective and efficient operations of the library in when full-time staff are not on on-site.

2. Human Resources

- Not required to supervise or direct the work of co-workers.
- May be required to assist in the supervision of the activities of volunteers.
- Presides over the immediate effective and efficient operations of the library in when full-time staff are not on on-site.

3. Financial Resources

- Accurately collects revenues accruing from the circulation system, rentals, programs, print services or other payments received using a cash register and POS system.

4. Material Resources

- Carries out work assignments using computer, tablet, laptop, photocopier, telephone, fax machine, printer, bar code scanner, materials security devices, cash register, POS machine, audio-visual equipment and the like.
- Reports damage and safety issues.

SKILL AND EFFORT

5. Knowledge

- Excellent verbal communication skills.
- General interest in the community, excellent public relations skills, and

excellent interpersonal skills.

- Displays teamwork and cooperation with co-workers and supervisors.
- Knowledge of reference interview.
- Knowledge of readers' advisory techniques and tools including electronic resources such as NoveList.
- Familiarity with the range and scope of information, services, and resources found in a public library.
- Familiarity with the range and scope of technology and equipment/devices in libraries.
- Familiarity with library policies and procedures
- Knowledge of communication trends and technology. Working knowledge of computer hardware and software systems including: e-mail, social media, the internet and Microsoft Office Suite.
- Ability to develop and run programs for all ages.
- Expected to regularly upgrade skills through workshops, courses, and other staff development opportunities sponsored by the Library.

6. Physical Skill and Effort

- Work requires close mental/visual concentration and attention to detail to ensure high level of accuracy in processing patron transactions, processing cash and cheques, shelving and shelf-reading.
- Endurance and stamina during shifts at the service desk to stand at the counter for several hours.
- Manual dexterity to operate computer keyboards, cash register and other library equipment (listed in under Material Resources) for frequent to moderate periods of time.
- Physical strength required to move heavy boxes and reciprocal borrowing bins, and to set up the auditorium with table and chairs.
- Functions performed in standing, walking, seated, bending, lifting and carrying positions.

7. Decision Making and Judgment

Work is moderately complex. However, must use independent judgement and determine appropriate actions to take when dealing with the public.

- Work is performed according to established policies and procedures.
- Policy/procedures manual is available for reference.
- Supervised by full-time staff.
- Work is checked by others.
- Work is frequent in nature.

Judgement is exercised in:

- Determining when to refer issues to full-time staff.
- Determining the difference between basic and complex reference questions.
- Using discretion to preserve positive patron-library relationships.
- Protecting the confidentiality of patrons' personal information and borrowing records.

- Determining eligibility of patrons for membership.
- Reporting patron complaints to the Director.
- Enforcing Board policies.
- Recommending changes in policy and procedures to reflect changing patron needs and emerging technologies.
- Identifying and reporting suspicion of neglect and child abuse of children and informing Family and Children Services as required by law.
- Taking reasonable safety precautions and advising the Director to prevent accidents.

8. Interpersonal Skills/Contacts

Internal:

- With the Director to receive instructions and/or exchange information.
- With library staff to exchange information and collaborate on work assignments.
- To maintain effective working relationships at all levels.
- To communicate and deal effectively and tactfully with the general public to optimize customer satisfaction.
- On-site interaction with visitors to the library including: individuals; local community, social, educational and recreational organizations; and, performers, artists, and community groups utilizing library facilities.

External:

- To communicate and deal effectively and tactfully with the general public to optimize customer satisfaction.
- To receive and relay incoming calls and/or messages from all external contacts to the Director and/or other appropriate full-time staff with accuracy and in a timely manner to maintain effective working relationships at all levels.

WORKING CONDITIONS

9. Environment

- Open concept public library with an average flow of 300+ persons per day.
- Computerized, non-smoking environment.
- Work is occasionally moderately stressful when serving library users.
- Daily direct exposure to infectious diseases and allergens transmitted by library patrons and by handling the materials they return.
- Occasionally required to interact with customers who may be intoxicated, aggressive, threatening, destructive or retaliatory.
- Occasionally exposed to customers who are unstable and must be monitored for their own safety and the safety of others, especially children. May be required to actively intervene in the absence of full-time staff or when the situation requires immediate intervention.
- Occasionally exposed to offensive material including pornography as it is displayed on computer screens.

10. Control Over Work Schedule

- Works approximately 10 to 20 hours per week.
- Schedule includes days, evenings and weekends.
- Additional shifts on short notice as available.
- Some work assignments may be subject to scheduled deadlines.

ACCOUNTABILITY

- Accountable for the effective provision of readers' advisory and information services to the library users and for the accessibility of information available from the specific collections maintained.
- Accountable for the provision of effective and efficient circulation services and other services to the public as required within the scope of the job description.

Complexity, Consequence of Errors

- Job is carried out within specific guidelines, although some judgement and interpretation are required for difficult situations.
- Errors are specific and can be corrected if detected.

**In agreement with the duties and responsibilities of this position.
Education and experience are determined by the Library Board.**

Agreed to:
Department Head _____

Supervisor _____

Employee _____

Approved : Chief Executive Officer _____

Dated : _____