

<b>JOB TITLE:</b>	<b>Library Assistant</b>
<b>HOURS OF WORK:</b>	<b>30 hours per week</b>
<b>RATE OF PAY:</b>	<b>\$14.25 per hour</b>
<b>APPLICATION DUE DATE:</b>	<b>June 5, 2020</b>
<b>START &amp; END DATE:</b>	<b>June 22 – August 14, <u>2020</u></b>

### **POSITION SUMMARY**

The library assistant will handle library materials, including check-in and check-outs, holds, shelving and checking for items on the shelves. They will also greet library members, whether online or by phone or potentially in-person but this is subject to recommendations by public health authorities for library re-opening guidelines. In addition, the library assistant will help develop technology support tools for older adults adapting to online environments.

### **QUALIFICATIONS**

- High school graduation diploma or equivalent in experience.
- Proven excellence in customer service.
- Experience with computers and automated systems, knowledge of digital collections an asset.
- Aptitude for organization with attention to detail and accuracy; maintains confidentiality.
- Displays excellent interpersonal and team-oriented workplace skills.

### **RESPONSIBILITIES**

#### **Customer Service:**

- Responsible for customer service functions by responding first to customers online and on the telephone, with possible limited interaction with the public following strict health and safety procedures.
- Completes circulation and other clerical duties as required.
- Responds to general, procedural, directional and readers' advisory questions or directs customers to the appropriate person.
- Cooperates as a team member in performing tasks essential to the achievement of efficient and effective service to library customers.
- Other duties as assigned.

**Communication:**

- Interact verbally with children, youth, parents, adults online or with safety measures at the desk.
- Contact library members by phone or email.
- Maintain regular contact with supervisor for scheduling, etc.

**Digital:**

- With supervision, develop technology support tools for older adults.
- Post to social media and website to promote library services.

**WORKING CONDITIONS**

- General office working conditions.
- May involve interacting on a limited basis, with the general public, using strict health and safety procedures.
- Position requires lifting 15 lbs
- May be required to work evenings and weekends.

To apply, please email Vicki Stevenson at [vicki@rlpl.ca](mailto:vicki@rlpl.ca) before 12:00 p.m. on Friday June 5, 2020.

The Rideau Lakes Public Library is an equal opportunity employer committed to diversity and inclusion. We encourage qualified applicants to apply and will accommodate the needs to qualify applicants under the Human Rights Code in all parts of the hiring process. Alternative formats of this document are available upon request. Please contact call 613-359-5334 to request an alternate format.

Thank you for your interest in this position. Please note that we will only contact those candidates chosen for an interview.