

JOB TITLE:	Library Page
HOURS OF WORK:	30 hours per week
RATE OF PAY:	\$15.00 per hour
APPLICATION DUE DATE:	June 7, 2022
START & END DATE:	July 4 – August 26, 2022

POSITION SUMMARY

The library page 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 in-person at the branches. In addition, the library assistant will help with technology troubleshooting on site and aid in developing technology support tools for older adults adapting to online environments.

QUALIFICATIONS

- High school graduation diploma, working towards a high school 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 in person, then by telephone, and finally online.
- 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 in person at the circulation desk and around the branch.
- 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.
- Hours are primarily at the main branch in Elgin but may also extend to shifts at the new South Elmsley branch.
- May involve interacting on a limited basis, with the general public, following any 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 before 4:00 p.m. on Tuesday June 7, 2022.

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 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.