



Rideau Lakes Public Library Job description

JOB TITLE: Library Associate

REPORTS TO: CEO

Starting date: Immediate

Starting wage: \$22.83

Salary range: \$22.83 - \$27.77

POSITION SUMMARY

Library Associates are first-contact customer service representatives at the Rideau Lakes Public Library. They are accountable to the CEO and take day-to-day direction from the Manager of Library Services and Manager of Community Outreach and Programs. Join our library team and provide an enriching service to your community while honing your technical library skills.

QUALIFICATIONS

- Post-secondary education or approved equivalent combination of education and experience; Library Technician Diploma an asset
- 2 years of proven excellence in customer service
- Experience with computers and automated systems
- Aptitude for organization with attention to detail and accuracy; maintains confidentiality
- Displays excellent interpersonal and team-oriented workplace skills
- CPR/First Aid certification
- Valid criminal reference check

RESPONSIBILITIES

- Delivers all customer service functions including opening and closing branches, responding to members and promoting library services and programs.
- Provides members with technical support and troubleshoots technical problems as directed by the Manager of Library Services and Technical Support Coordinator.
- Maintains the onsite collection including display of materials, shelving, weeding and other duties as required.
- Responds to general, procedural, directional and readers' advisory questions or directs members to the appropriate person.

- Cooperates as a team member in performing all tasks essential to the achievement of efficient and effective service to library members.
- Keeps current with trends and changes in the library environment and strategic goals.
- Applies library policies and procedures as required.
- May direct work of volunteers, deliver programs and perform business administration functions as required.
- Other duties as assigned.

WORKING CONDITIONS

- General office working conditions.
- Constant interaction with the general public.
- Flexible hours per week; day, evening and weekend service shifts required at five different locations across the Township of Rideau Lakes.
- Position requires lifting – 15lbs.
- Working alone.

To apply, please email Vicki Stevenson at vicki@rlpl.ca before 5:00 p.m. on Friday, November 10 2023.

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.