

Job Title: Library Assistant 1

Duty: Customer Service

- Conveys a willingness to help that puts customers at ease
- Uses a smile, eye contact and body language to communicate focused attention
- Listens carefully to understand the customer's request and the context for that request
- Empathizes with the customer and withholds judgment, regardless of the nature of the request
- Explains to the customer the steps or process involved in meeting his or her needs
- Takes personal responsibility for customer satisfaction at the end of every interaction.
- Approaches customers to offer assistance
- Understands barriers to using the library and tries to assist in ways that minimize the barriers
- Exceeds customer expectations by going above and beyond
- Anticipates customers' needs through observation and conversation with customers
- Communicates with a person with a disability in a manner that is respectful, helpful and accommodating
- Promotes and demonstrates the use of accessible technology hardware and software, eg. Zoom Text, CNIB reader, etc.
- Assists people in using the library's adaptive and assistive technology
- Understands the need to assist customers in navigating the library's offerings
- Offers suggestions to customers on programs and services that are relevant to their needs and interests
- Stays current with new/changing programs and services by reading internal publications and frequently checking the library's website.
- Understands how to assist users with the library's public access computers, printers, scanners and photocopier.
- Explains to users how to connect to the library's wireless network.
- Assists users with questions and troubleshooting relating to basic computer functionality, including: use of mouse, keyboard, printing, accessing the internet and downloading and saving files
- Instructs users on how to access the library's online catalogue and e-resources.
- Encourages users to follow library policies; applies good judgment when deviating from official policies and procedures
- Treats users concerns with respect and empathy
- Maintains a calm, professional manner in difficult situations and applies effective communication techniques
- Makes every customer feel important and that they have come to the right place
- Understands and explains the security restrictions of the public computers and the user's options for saving files
- Instructs users in the use of the computer access, reservation, time and print management systems
- Assists users with questions and troubleshooting relating to basic computer functionality, including: use of mouse, keyboard, printing, accessing the internet and downloading and saving files
- Demonstrates comfort in assisting users with the library's public access technology, peripherals, devices and networks.

- Periodically checks email and social media accounts for requests/questions and replies and/or forwards the information when required

Duty: Access Services

- Demonstrates general knowledge of the library automation systems and specific knowledge of the operations that apply to circulation procedures
- Accurately performs circulation procedures for all library materials (check-in, check-out, renew, place holds etc.)
- Accurately performs procedures for membership records including adding new members, updating records, processing fines and other financial transactions
- Demonstrates knowledge of the OPAC (online catalog) and uses a variety of tactics to locate items in the collection (via subject heading, author, title, keyword searches, etc.)
- Understands and follows provincial privacy legislation and library policies and procedures with respect to user records
- Accurately performs procedures for shelving, shifting and shelf reading.
- Explains and performs intra- and interlibrary loan procedures, reserves and other options for obtaining materials not available in the library
- Understands and explains service options available to customers, including customers with disabilities e.g., renewing items, checking membership status
- Understands, explains and adheres to circulation and resource sharing policies and procedures, including copyright issues.

Duty: Collection Management

- Identifies items in need of repair, replacement and/or withdrawal
- Periodically assesses the collections size, age, use and relevance to the community, and strategizes methods to optimize the collection's utility.

Duty: Technology

- Understands basic technology terminology
- Recognizes and understands the functions of basic computer components (computer, monitor, keyboard, mouse, power supply, printer, scanner)
- Performs basic operations on computer hardware (plug in, start-up, shut-down, reboot, mouse functions, keyboard functions, uses headphones and speakers)
- Recognizes common removable storage devices (CD or DVD disks, USB drives, floppy disk) and identifies the appropriate drives
- Performs basic troubleshooting procedures for computer hardware and peripherals
- Performs basic printer maintenance tasks (start-up, load paper and cartridges, clear paper jam)
- Demonstrates familiarity with the library's assistive and adaptive devices
- Performs basic operating system functions (logs on/logs off, launches programs from the desktop or menu, uses multiple open windows, deletes files)
- Adjusts the set-up, previews print jobs and performs print operations. Creates, opens, saves and deletes file.
- Selects, cuts, copies, pastes or deletes text
- Performs operations to structure, format, spell-check and print documents

- Assists patrons to find answers to their questions about device usage
- Assists patrons who want to print from their own devices to the library's wireless-enabled printers
- Understands the variety of access points in the library's catalogue (author, subject, keyword)
- Navigates the library's website knowledgeably
- Understands the basic structure of the Internet websites and web pages)
- Identifies and uses common browsers for accessing the web; understands and uses URLs
- Uses common functions of web browsers (navigation buttons, scroll, add "bookmarks" or "favorites," print)
- Downloads and saves files from the Internet, including image, audio and video
- Identifies and uses search engines, web directories and online databases
- Evaluates information for quality and credibility
- Manages and updates the website. Works to promote the website via social media and other marketing platforms
- Implements and updates the library website.
- Creates eye-catching visuals and posters to promote Library services using online programs (eg: Canva)

Duty: Ethics & Values

- Conveys a willingness to help in a manner that is warm, welcoming and approachable
- Keeps the customer and customer service in the forefront when considering/ making decisions
- Understands how every task and function is part of a dynamic system that contributes to quality service
- Recognizes exceptional service when it happens in the library and tells others about it
- Advocates universal access to information and ideas through free library service, including access to the Internet and information technology
- Understands and promotes intellectual freedom and freedom of information
- Understands privacy issues and protects user confidentiality
- Provides equitable access by removing barriers and creating an environment that encourages all residents to use the services of the library
- Welcomes and values diversity
- Practises time management and punctuality
- Acts with moral integrity and is known to be reliable and dependable
- Accepts responsibility for actions and work performance
- Works conscientiously and without needing constant supervision
- Works as a team player, contributing to the overall success of the library
- Acts for the greater good and in the library's best interests
- Respects and supports organizational decisions
- Complies with organizational policies and procedures
- Champions the library on and off the job
- Accepts responsibility for actions and work performance.

Duty: Programming

- Designs and implements library programs for kids that offer entertainment and are educational
- Develops and delivers engaging programs for children
- Provides recreational reading, viewing, and listening suggestions/choices. Creates new book displays, reading lists, etc.
- Uses social media, our website and the library newsletter to promote our activities and receive suggestions.
- Demonstrates a strong knowledge of the Cricut and Cricut Design Space and finds different ways incorporate it in Library programs

Duty: Communication

- Shows equal regard for every voice in the conversation
- Values multiple perspectives and differences of opinion as openings to new aspects of the truth
- Actively conveys attention, respect, and curiosity
- Contributes to the conversation, speaking, listening and making connections
- Speaks in ways that are professional, welcoming and appropriate for different audiences
- Fosters an inclusive, affirming and respectful climate for communication
- Communicates openly and directly, both verbally and in writing
- Understands and practises techniques of active listening and open-ended questioning
- Selects appropriate communication strategies to manage conflict constructively.

Duty: Readers' Advisory

- Understands the theory of appeal, listens carefully to information elicited from the user and bases suggestions on an interpretation of what appeals to the user
- Identifies and suggests a selection of materials that align with what appeals to the user
- Seeks feedback from readers on suggested materials and adjusts future suggestions accordingly
- Treats equally and without bias all requests for readers' advisory assistance
- Creates displays and other tools to assist users with finding materials of interest and increase access to library resources
- Uses a variety of online and print readers' advisory resources to identify materials
- Maintains a knowledge of major new authors, fiction genres, non-fiction subjects and current releases
- Participates in conversations with colleagues as a means of exchanging information about reading interests.

Duty: Marketing of Collections

- Provides read-alike lists and suggestions for reading customers
- Maintains well-stocked browsing collections for the convenience of customers
- Initiates dialogue with readers about their interests, likes and dislikes.

Duty: Collaborative Relationships

- Helps others be successful and contributes to overall library success
- Considers new ideas/new ways of doing things
- Asks probing questions in order to understand and build on others' ideas
- Champions innovation and improvements to service
- Models excellence by engaging in desired behaviours and service standards
- Treats everyone with camaraderie, honesty, respect and fairness, building an environment of trust
- Contributes to a collaborative, committed and collegial work environment
- Understands and embraces individual and organizational diversity
- Values differences of opinion and listens with openness and curiosity
- Recognizes the need for improvement, both in self and others.

Duty: Reference

- Addresses users' requests for assistance with confidentiality and without bias across the spectrum of age, race, gender, ethnicity, ability or economic status
- Understands information seeking behaviours, the variety of ways people ask for assistance, and the possibility that patrons won't ask for assistance
- Demonstrates strong interpersonal communication skills, including welcoming manner, active listening and non-judgmental response
- Acknowledges users' knowledge and involves users as partners in seeking information and choosing resources
- Demonstrates knowledge of the reference collection, including both print and online resources
- Identifies the best kind of resource (print, database, Web) to use to offer assistance
- Demonstrates the ability to use multiple resources and search strategies in order to perform effective search queries.

Duty: Health & Safety

- Act as the Employee Representative of the Health & Safety Committee:
 - Ensure all branches submit monthly safety audits and forward them to the Municipal H&S contact. Discuss any issues with the CEO
 - Provide written Safety Talks to staff, ensure signatures are given and forward to Municipal H&S contact.
 - Send any other forms and documentation to Municipal H&S contact.
 - Attend Health & Safety meetings with CEO as required (approx.. 4 times per year)
 - Perform any other H&S related tasks as assigned by the CEO or Municipal H&S contact.

Other Duties

- Enter new magazines into the catalogue
- Remove older magazines from the shelf and the catalogue
- Update and add supplier information in the Supplier Manual

- Add upcoming events, library news, calendar, etc.. to the library's social medias, newsletter and website
- Create a monthly library calendar with all the events occurring during the month
- Create a themed display every month or so
- Create invoices for hall rentals and keep track of who rents the hall (12 times per year)
- Examine the state, publication date and popularity of book donations and also verify if we already have the book
- Take care of the Tackle Share program during the summer
- Check if BetterWorld Books wants the donation books that we do not need. If they do not, add the book to our book sale.