

JOB POSTING

Richmond Hill Public Library is committed to enriching your connections, choices and community. It has four branches, with 72,700 registered members and over three million online and in-person uses. Members use 2.1 million collection items annually, and 66,700 people attend its programs. As a 21st century Library we continue to adapt to change in various ways which includes empowering staff through teamwork, development and a celebration of curiosity.

Position: Branch Library Assistant
Location: Oak Ridges Library
Status: Part Time, Union
44 hours every two weeks, as per schedule
Salary Range: \$29.95 - \$35.60 hourly

Current Schedule:

Week 1: Tuesday 10:00 am – 6:00 pm
Wednesday 4:30 pm – 9:30 pm
Friday 10:00 am – 6:00 pm
Saturday 10:15 am – 5:15 pm

Week 2: Tuesday 10:00 am – 6:00 pm
Wednesday 4:30 pm – 9:30 pm
Friday 10:00 am – 6:00 pm
*Schedule subject to change

Responsibility and Duties:

1. Supports a welcoming library environment.
2. Provides customer and circulation services, including but not limited to:
 - Welcoming and directional customer service
 - Registration of members
 - Circulation of materials
 - Assessment and collection of fines and fees
 - Instruction and assistance to customers with Library self-services
 - Shelf reading and collection maintenance

3. Responds to customer queries/complaints, interprets library policies and where appropriate, refers to the relevant department or staff.
4. Assists in the planning and execution of adult, teens, children's and technology programs; and outreach services.
5. Assists in the provision of information service including reference, readers' advisory and technology.
6. Responsible for all branch services in the absence of Manager or Supervisor.
7. Participates on committees and interdepartmental teams, and attends relevant meetings, workshops and courses as required.

Qualifications/Competencies:

- Library Techniques Diploma from an accredited community college
- Minimum of two years relevant experience, applicable to the public library environment, including delivery of children's story times and children's programs; teen programs, adult programs and technology programs
- Ability to work flexible hours, including evenings and weekends
- Commitment to superior customer service
- Analytical and problem solving skills
- Demonstrated strong communication and interpersonal skills, including the ability to:
 - Communicate in a highly effective manner with a full range of customers and staff
 - Instruct and assist customers with use of self-services, including supporting technologies
- Demonstrated ability to work effectively and cooperatively in a team environment
- Excellent knowledge of electronic resources, social media and information literacy
- Ability to work effectively with customers of all ages and backgrounds
- Demonstrated knowledge of, and experience in use of applicable library information systems
- Strong working knowledge of Microsoft Office Suite products and strong word processing skills, as well as a minimum typing speed of 35 w.p.m.

The Community:

The City of Richmond Hill is a community of over 200,000 people located north of Toronto. It is the 6th fastest growing municipality in Ontario and is expected to increase by 30% in the next 10 years. Over half the population was born outside Canada, with ongoing and increasing diversity anticipated. It has the highest proportion of residents with post-graduate education in Canada, and the community tends to be young, family-oriented with a strong technology orientation; as such, residents value education and library services.

This position may be relocated to another location in the future to meet service needs for the community. All applicants should understand that the ability to work at any library location is a requirement of this position.

The Library will require a current *Vulnerable Sector Screening* from the successful applicant as a condition of employment.

Application Process:

Interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of this position by 5:00 p.m. **February 26, 2020** quoting posting **2020-06** to:

Talent and Culture
Email: rhpljobs@rhpl.ca
FAX: (905) 770-0312

ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes. Questions about this collection of personal information should be directed to: Chief Executive Officer, Richmond Hill Public Library, 1 Atkinson Street, Richmond Hill, ON, L4C 0H5.

The Richmond Hill Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Talent and Culture at rhpljobs@rhpl.ca.