



INFORMATION ASSISTANT CASUAL

Brantford Public Library provides free access to information, ideas and opportunities for discovery, and spaces in which to use and share them. Our expertise and services are accessible and help empower the citizens of Brantford. We take pride in adapting to meet our community's everchanging needs.

We serve a diverse range of populations, ranging from children, adults, seniors, newcomers, and vulnerable community members. We are seeking an enthusiastic and friendly individual to connect customers to the wide range of resources, programs and services offered by the Brantford Public Library. This position provides a variety of customer services at Brantford Public Library's integrated desks ensuring a high-quality relationship with all customers, meeting their needs for efficient registration and orientation, loans, collections inquiries, basic information solutions, reader's advisory, basic use of digital services and devices, and community resources. The successful candidate should be: community oriented; flexible; able to resolve conflicts and problem solve effectively; experienced in analyzing and responding to a wide range of customer needs; and, cooperative with supervisors and co-workers.

Immediate opening.

Department: Public Services

Salary Range: \$26.579 – 29.511/hour
Updated rate will apply according to the Collective Agreement.

Hours of Work: Hours are offered and scheduled on an as-needed basis. Shifts may include days, evenings, Saturdays, and Sundays as per the Collective Agreement. Casual employees are guaranteed one three-hour shift per four-week rotation.

Qualifications

- Minimum of two years post-secondary education in relevant area
- Minimum of two years' relevant experience
- Demonstrated ability in customer engagement
- Demonstrated ability to process detailed information
- Demonstrated ability with technology
- Proficient in ILS circulation modules
- Proficient in Microsoft Office suite

Responsibilities

- Provides circulation, reader's advisory, collection services and basic information services to customers
- Assists customers with use of virtual services and devices
- Assists with the organization and delivery of dynamic and innovative library services, programming and outreach
- Recommends enhancements to current services and suggestions for new services, to meet the needs of customers
- Refers complex inquiries and issues
- Develops, organizes and maintains displays
- Recommends programming needs that arise from working with customers
- Identifies and resolves service problems, and reports those requiring further resolution
- Recommends collection items for the system
- Collaborates with other staff to ensure the effective and efficient delivery of designated services
- Maintains awareness of professional and community knowledge
- Assists with training of pages, volunteers and support assistants and oversees the tasks of pages (shelvers) and volunteers
- Processes overdue items including follow-up and liaison with collection agencies
- Prepares statistics and reports as required
- Reconciles daily cash receipts
- Processes items for repair, shelving or discard
- Other duties consistent with job responsibilities

A valid Ontario Driver's license and access to a vehicle is an asset
Satisfactory Police Check Vulnerable Sector required as a condition of employment.

Application Instructions

Please apply with cover letter and resume no later than August 11, 2022 at 5:00pm. Email hr@brantfordlibrary.ca with your resume and cover letter as a single PDF file.

Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.