

**Welland Public Library
Job Description**

POSITION TITLE: Part-time Information Associate

DEPARTMENT: Information Services

REPORTS TO: Manager of Customer Experience

PURPOSE OF POSITION:

Under the supervision of the Manager of Customer Experience, the Part-Time Information Associate provides reference, information, reader's advisory and circulation services to customers using a variety of resources including print materials, electronic information and integrated library software. May assist with library programs, class visits and outreach as required.

CORE DUTIES AND RESPONSIBILITIES:

- Provides friendly and courteous service to customers.
- Analyzes customer inquiries and provides requested information at the first point of contact.
- Responds quickly and effectively to reference and reader's advisory questions in person, on the telephone and electronically through email. Uses print materials, databases and online resources to meet customer needs as appropriate.
- Maintains the confidentiality of patron information, records and requests.
- Registers new borrowers and completes circulation transactions in an automated environment. Places, retrieves and notifies patrons about holds and renews library materials for users.
- Communicates and interprets Welland Public Library policies and procedures to staff and the public. Resolves issues independently when possible and refers more challenging problems to the supervisor.
- Assists customers with library equipment including Internet workstations, printing, photocopying, word processing, and microfilm readers.
- Assists customers in the use of new technology and social media.
- Performs basic equipment maintenance and troubleshooting to resolve routine hardware and software problems.
- Conducts library programs, class visits and participates in community outreach activities.
- Assists in collection development processes, including selection and deselection of materials.
- Attends staff meetings and training sessions.
- Stays abreast of new books, technologies, library resources and search tools to assist customers.
- Monitors the work of student pages as necessary.
- Follows safe work practices and procedures in support of Welland Public Library's Health and Safety policy.
- Performs other duties as required.

REQUIRED SKILLS AND QUALIFICATIONS:

- College Diploma. Undergraduate Degree or Library Technician's Diploma preferred.
- At least two (2) years of related experience.

- Exceptional customer service skills.
- Ability to effectively and courteously communicate and interact with customers and staff members who request information and services.
- Excellent verbal, listening, and written communication skills; ability to understand and be understood by individuals and groups at all levels and abilities within the library.
- Ability to make independent decisions based on good business practices and a thorough knowledge library policies and procedures.
- Demonstrated computer competencies in various computer applications including Windows, email and Microsoft Office.
- Ability to establish and maintain harmonious relations with the staff and public.
- Ability to problem-solve in an effective manner; ability to exercise sound judgement when dealing with patrons.
- Ability to handle cash transactions accurately and appropriately.
- Ability to follow established routines with accuracy and attention to detail.
- Requirement for shift work, including evenings and weekends.
- Working knowledge of the French language is an asset.

KEY COMPETENCIES:

- Customer Service
- Diplomacy
- Flexibility
- Communication
- Problem Solving
- Teamwork and Collaboration
- Organizational Skills

SUPERVISORY RESPONSIBILITIES:

There are no supervisory responsibilities.

WORK ENVIRONMENT:

The work environment is indoors, in a comfortable library setting, and involves everyday risks which require normal safety precautions typical of such places as offices, meeting rooms and libraries. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile patrons. Noise level is usually moderate. Work is performed amid normal conditions of dust, odours, fumes and noises.

PHYSICAL STRESSES:

Work involves prolonged sitting or standing, as well as light physical effort including lifting, carrying, reaching, stooping, pulling and pushing activities, manual dexterity, and repetitive movements. Moving, shelving and retrieving library materials from high or low settings are involved. Clear speech as well as visual and hearing acuity must be used on a daily basis. Continuous viewing of a computer screen with attention to detail or small print occurs daily for short periods of time while in office or assisting patrons with computer searches. May include occasional work outdoors when conducting community outreach.