

**Welland Public Library
Job Description**

TITLE : Part-Time Information Associate

UNIT: Public Services

REPORTS TO: Coordinator of Reference and Information Services

July 2017

POSITION SUMMARY

Under the supervision of the Coordinator of Reference and Information Services, 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.

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.
- Relays information about overdue library materials and collects fines as appropriate.
- 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 emerging technologies.
- Performs basic equipment maintenance and troubleshooting to resolve routine hardware and software problems.
- Assists with library programs and outreach activities.
- Assists in collection development processes, including selection and deselection of materials.
- Attends staff meetings and training sessions.
- Prepares lists, bibliographies, indexes and reviews of library materials.
- Sorts and organizes material for shelving. Occasionally shelves and shelf-reads materials to maintain accuracy.
- Follows safe work practices and procedures in support of Welland Public Library's Health and Safety policy.
- Performs other related duties, as assigned.

REQUIRED SKILLS AND QUALIFICATIONS

- College Diploma. Undergraduate Degree or Library Technician's Diploma preferred.
- At least two (2) years of related experience is an asset.
- 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 weekdays, 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 associated with this position.

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 assisting with outdoor programs or outreach initiatives.