

Powell River Public Library

Library Assistant I,

Full-time, term (until December 31, 2025)

Posting open until September 13, 2024

Do you enjoy working with the public in a technology-rich and busy environment? Do you love libraries and working with a diverse community? Consider applying for the position of Library Assistant. This position works at our friendly Service Desk and throughout the Library to help the public navigate and access library resources. To learn more, read the job description below.

Customer service experience and completion of grade 12 is required. We also prefer some previous library experience but will consider your application without this. Candidate is required to complete a criminal record check. Weekends and evenings may be required.

To start September 2024, this role is full-time (35 hour per week) and temporary. It will end on December 31, 2025, or upon the return of the current employee to this role.

For more information about this opportunity, please read through the full job description below.

Wage rate during probationary period is \$23.54, moving to \$25.87 per hour after successful completion. The library provides an exceptional benefits package.

To apply send a cover letter and resume by Friday, September 13, 2024, at 5 pm to:

Melani Williams, Assistant Chief Librarian

mwilliams@prpl.ca

The Powell River Public Library is an equal opportunity employer.

Powell River Public Library

100-6975 Alberni St.

Powell River, BC V8A 2B8

Library Assistant I

Summary

The Library Assistant I is responsible for a diverse range of public facing duties ensuring that patrons are met with exceptional customer service when they engage with the library. They are responsible primarily for delivering circulation and account services. They also provide basic technological and readers' advisory support and ensure that the public spaces are in good order.

They report directly to the Circulation and Technical Services Coordinator.

Duties/Responsibilities

Provides exceptional customer service:

- Creates and maintains patron records
- Handles patron inquiries and refers more involved questions, as needed, to reference staff
- Searches the shelves for library materials
- Helps with basic technical support at public computers, public copier and on library audiovisual technology
- Assists patrons with use of self-service technologies
- Checking out and checking in library materials
- Pays regular attention to ensuring that the public areas, including meeting rooms, are presentable and in good order
- Processes requests for booking meeting rooms, handles cash transactions and implements closing cash procedures
- Provides readers' advisory and basic assistance on digital resources
- Fixes RFID tags for library material as required
- Attends safety talks and required safety training; follows safe work procedures; reports hazards, injuries and near misses
- Carries out other related duties as assigned

Powell River Public Library
Job Description



Required Qualifications/Experience

High school, completion of grade 12

Two years, successful customer service experience

Demonstrated proficiency in customer service skills such as problem solving and the ability to identify patron needs

Proficient computer skills, including typing and keyboard skills

Detailed knowledge of Integrated Library System, public use and circulation features, or ability to acquire this knowledge

Ability to work in a collegial environment where respect for library patrons and staff is of paramount importance

Ability to exercise independent judgment and initiative within the parameters of existing library policies and procedures

The physical stamina and ability to perform the work tasks associated with this position

Clear criminal record check and proof of job credentials

Preferred

Two years of post-secondary education

Previous library or related experience