



## MARKHAM PUBLIC LIBRARY

### Part-Time Library Services Associate

Job Posting # 2022-31

Job Type: Permanent Union Part-Time

Hours: 19.5 hours per week on average

Number of openings: TBD

Salary: \$26.42 - \$29.58 per hour

Grade: 5

Posting Date: June 22, 2022

Closing Date: July 14, 2022, by 4:30 p.m.

Applications are now being received for Part-Time **Library Services Associate** positions in the Service Excellence Department with the Markham Public Library. The branch locations of the positions are to be determined. (Note: work location is subject to change.)

#### **VISION FOR THE POSITION**

The Library Services Associate (LSA) is responsible for achieving customer service excellence while delivering Information Services to Library customers. The LSAs deliver direct support to MPL's diverse customer base. They are proactive in addressing customer needs, looking for opportunities to surpass expectations and create the best possible Library experience. The LSAs ensure customers are treated with respect and care, and are supported in achieving their information needs.

LSAs develop relationships with Library customers by providing seamless service. They support their customers through all parts of their Library visit, from providing a warm welcome to the branch, to assisting with all information requests, to assisting customers through the checkout process. They are highly knowledgeable of MPL and its services, and serve as excellent resources for community information.

The LSAs are proficient problem-solvers and develop creative solutions to common customer service issues. They support customers with a range of information needs by delivering reference and readers' advisory services, literacy-based programming and technology support. LSAs are comfortable working in a digitally-rich environment and assist customers with using the Library's virtual resources and services. LSAs require strong technology skills and the ability to learn side-by-side with customers as they assist with technology troubleshooting. They support the Library's vision and strategic plan by actively implementing and maintaining the Library's service program. They are welcoming, friendly service professionals who approach their work with enthusiasm and are customer-centric in their orientation.

#### **DUTIES AND RESPONSIBILITIES**

##### ***Customer Experience and Information Services***

1. Achieves customer service excellence through the provision of direct Library services.
2. Proactively serves customers at the point of need. Anticipates customer needs and develops appropriate, creative solutions to meet those needs.
3. Delivers front-line information services, both in-person and virtually, including assisting customers with catalogue and database searching. Is proficient in the use of Library resources and able to provide information literacy instruction to customers.
4. Demonstrates excellent readers' advisory skills. Maintains an awareness of current trends in literature and is cognizant of a variety of genres and formats. Has a passion for literature and literacy and a strong desire to connect customers with great books.

5. Provides support to customers on Library technology, including the PACs and self-service equipment. Actively promotes self-service options by instructing customers on the use of the self-check and smart check equipment.
6. Provides instruction and problem solving to customers using a variety of digital collections and the Library's Digital Media Lab, 3D printers and other creative technology in use at MPL.
7. Provides seamless service, assisting customers through each stage of their Library visit. Assists customers with borrower services functions and resolves customer account issues.
8. Where appropriate, supports customer literacy development through delivery of relevant Library programs and instructional workshops for customers.
9. Assists with Library and community events, outreach or other system programs as directed by other Library personnel. Delivers or administers Library events as required.
10. Actively promotes Library membership to new and potential customers. Registers new customers and provides an enthusiastic orientation to the Library and its services.
11. Promotes Library collections by merchandizing according to MPL's merchandizing guidelines. Maintains Library power walls and in-shelf displays.
12. Contributes to the creation of an exceptional, welcoming and aesthetically inspiring community space by maintaining the Library's standards for cleanliness and organization.
13. Delivers MPL's core literacy programs in the branches and online, including Early Literacy Storytimes, digital literacy and computer programs, book clubs, etc. Uses these programming opportunities to build relationships with customers and encourage literacy and the love of reading for all ages.

#### ***Collections Maintenance***

14. Assists with collection maintenance and development. Recommends materials for selection and de-selection, repair or withdrawal. Performs withdrawal procedures and provides input on branch gap lists.
15. Processes system and inter-library loan requests.

#### ***General Duties***

16. Ensures customer feedback is communicated to the Branch Manager, Branch Librarian and Borrower Services Supervisor. Contributes observations of customer trends to appropriate staff to assist with services development.
17. Assists branch supervisors with compiling user statistics, and input for the branch monthly report.
18. Assists in other departments of the branch as required. Assists at other MPL branches as needed.
19. As delegated, assumes responsibility for the Department in the absence of more senior staff.
20. Performs other duties as required.

#### **QUALIFICATIONS**

1. Undergraduate post-secondary degree from an accredited Canadian university program or an educational equivalent acceptable to the employer.
2. Experience in a Customer Service or related environment.
3. Experience with Library automated systems an asset.

4. As a condition of employment, the successful candidate will be required to provide a satisfactory Vulnerable Sector Screening check.

### **DEMONSTRATED SKILLS**

1. Demonstrated success in the delivery of customer service with a minimum of one year experience in a direct service position.
2. Exceptional proactive customer service skills.
3. Demonstrated problem solving abilities. Ability to apply good judgment and willingness to take initiative to create customer service solutions.
4. Demonstrated ability to learn new technologies, services or procedures.
5. Excellent communication skills, with demonstrated ability to communicate effectively with a culturally diverse clientele.
6. Ability to communicate with tact and to resolve conflict positively and effectively.
7. Proficiency with related software applications and Library technology.

### **CORE COMPETENCIES**

- Creates the Customer Experience
- Builds Relationships with Customers
- Provides Proactive Service
- Assumes Personal Responsibility
- Manages Multiple Priorities
- Communicates Proactively
- Embraces Opportunities for Improvement
- Builds Teams

### **WORKPLACE HEALTH & SAFETY**

This position shall:

- Familiarize themselves with the Occupational Health and Safety Act, the Board's Health and Safety Policy and program, and observe and comply with health and safety regulations and procedures.
- Report health and safety hazards, incidents of infractions of the regulations to their immediate supervisor.
- Use, wear and care for protective devices, clothing and safety equipment provided by the Board for their protection.
- Bring suggestions for the correction of occupational health or safety hazards to the attention of their immediate supervisor.

Please note that Markham Public Library is open 7 days per week, and regular weekend work is required. Employees hired after December 20, 2004 have a work week that extends from Monday to Sundays. Work location may be subject to change.

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

**E-mail: [jobposting@markham.library.on.ca](mailto:jobposting@markham.library.on.ca)**

Please quote the **job posting #2022-31** in the Subject line.

Markham Public Library has established a mandatory vaccination requirement for staff related to the COVID-19 pandemic. As a result, should you be a successful candidate for a position with the Markham Public Library, you will be required to provide proof of full vaccination upon a conditional offer of employment. Should you require accommodation in accordance with the Human Rights policy with respect to your vaccine status, you will be required to disclose that at the time of the conditional offer so that an accommodation can be developed prior to your start date.

Markham Public Library offers accommodation for applicants with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require a code-protected accommodation through any stage of the recruitment process, please make them known when contacted, and we will work with you to meet your needs.

**We thank all applicants for their interest, however, only those selected for an interview will be contacted.**