

	Pemberton & District Public Library Job Description: Library Assistant Permanent Part-Time/Full-Time
	Reports to: Library Director Reviewed/Revised Date: March 1, 2024

Role Summary

Detail-oriented, tech-savvy, organized and efficient, this position provides direct support to the Library Director and Senior Library Assistant to oversee the daily operation of the library.

This position is responsible for all circulation and customer service related duties including: check-in, check out, managing holds, assisting with patrons enquiries, processing library memberships, and maintaining patron accounts.

In addition, Library Assistants are responsible for assisting patrons with printing and computer related issues, general program enquiries and providing readers advisory services.

Additional responsibilities include cataloguing and processing the library's collection and performing all inter-library loan related duties.

Duties and Responsibilities

Customer Service

- Foster our culture of service excellence through a solid understanding and implementation of the 3Rs service model.
- Provide reference and readers' advisory services to all patrons using a variety of electronic and print information sources.
- Assist patrons to locate materials in the library and to use the OPAC.
- Assist and instruct the public in the use of electronic and print resources.
- Perform circulation duties;
 - check-in and check-out of library materials.
 - register, renew and replace library cards as required.
 - place holds on library materials and submit interlibrary loan requests.
- Follow and implement current library policies and procedures.
- Assist in the planning, implementation, monitoring and assessment of services and programs to ensure achievement of Library goals and objectives.
- Assist with the promotion, organization, and implementation of library events and programs, including setting up the library space before the event and returning it to its original state after the event.
- Open and close the library as shifts require, following all relevant opening and closing procedures.

Materials Management

- Receive and process new library materials.
- Catalogue library material of various formats following existing national standards and local practices. Perform original and copy cataloging. Update all types of Integrated Library System (ILS) records such as bibliographic, item, authority, and holding records.
- Ensure efficient processing of incoming and outgoing InterLibrary loan requests and record maintenance.
- Sort and shelve library materials.
- Maintain appearance of shelves, displays and public areas.

- Recall/maintain overdue material listings.
- Participate in the maintenance and development of the collection.

Technology & Digital Services

- Perform basic equipment maintenance and resolve routine hardware and software problems. Keep staff updated on issues that will impact workflow or service to patrons. Report any unresolved issues to Director for forwarding to IT Support.
- Perform monthly maintenance checks on all public computers i.e software updates and installed computer management software.
- Make recommendations to Library Director for service improvement opportunities and workflow changes.
- Train staff on relevant new software and technologies.
- Provide training support to patrons for basic computer skills (under Book A Librarian or similar program).
- Plan and implement technology related programs and services for adult and youth in consultation with the Library Director
 - Collect and report usage statistics of technology related programs.
 - Monitor success of technology related programs through appropriate outcome measurement tools. Report results to Library Director.

Performs other related duties as assigned by the Library Director or Senior Library Assistant.

Required knowledge and Skills

Education and experience

- Library and Information Technology Diploma or its equivalent
OR
- Previous experience in the library field with a willingness to obtain Library and Information Technology Diploma or its equivalent.

Technical Knowledge & Specific Skills

- Understanding of library core values, ethics and protection of privacy.
- Intermediate skills in Sitka Evergreen or another ILS.
- Experience in copy cataloging print and online resources.
- Intermediate proficiency in using Sharepoint and Microsoft Office programs.
- Familiarity with common classification schemes, including DDC, BISAC and LCSH.
- An understanding that digital literacy is a component of library services and are comfortable handling technology devices across different platforms.
- Proficiency with library and office equipment such as photocopier, printer, and standard AV equipment.
- Comprehensive computer and administrative skills with the capacity to adapt to new technologies and software.
- Proficiency in navigating library catalogues and performing internet based research.
- Excellent written and verbal communication skills.
- Criminal record check required every 5 years.
- Emergency First Aid & CPR/AED Level C.

Personal Characteristics

- Enthusiasm for the Library's purpose, values and core services.
- Ability to make customer service a priority while using good judgement to apply library policies.
- Strong organizational skills and attention to detail.
- Ability to work well independently and as part of a team.
- Ability to work unsupervised in accordance with the lone worker policy.
- Ability to problem solve and to handle and negotiate stressful situations in a positive manner.
- Interest in personal development through continuing education opportunities.

- Ability to work in a flexible and changing environment; including adapting to changes in responsibilities and duties.

Working conditions and physical requirements

- This is a permanent position with a set regular schedule.
- This position will be required to work evenings and weekends.
- This position requires extensive computer work, both standing and sitting.
- Physical demands include lifting up to 25 pounds, considerable bending, twisting and reaching, and standing for long periods of time.

Compensation

Hourly rate starting at \$26.25/hr with access to extended health and dental benefits after 3 months probationary period.