



**INTERNAL JOB POSTING**

<b>JOB TITLE/POSITION:</b>	Library Associate, Public Services
<b>JOB CLASSIFICATION:</b>	Union, Level 4 (formerly Level D)
<b>JOB STATUS:</b>	Part-Time Temporary until November 2025 (3 positions)
<b>LOCATION:</b>	System-wide; Home Branch is Downtown
<b>HOURS PER WEEK:</b>	Up to 24 hours per week
<b>SALARY:</b>	\$35.12 - \$39.78 per hour
<b>POSTING DATE:</b>	October 1, 2024
<b>CLOSING DATE:</b>	October 11, 2024, 5:00 p.m.
<b>JOB SUMMARY:</b>	<p>Under the direction of the location Manager, the Library Associate, Public services focuses on providing a high level of support, instruction and promotion for the Library’s resources and services, as well as reference, readers’ advisory and technology support services, for all members of the community.</p> <p>Library Associate, Public services also supports the delivery of programs and represents the Library at promotion and outreach activities. Refers patrons to community and support resources and services. Works within the Customer Experience Team to ensure the strategic goals of Barrie Public Library are met.</p>

**QUALIFICATIONS:**

1. Library Technician Diploma or an equivalent combination of education and experience
2. Minimum two (2) years’ experience providing customer service, especially in a library setting
3. Demonstrated experience with Microsoft Office applications, computers, mobile devices and familiar with current digital technology trends and social media applications
4. Demonstrated experience with technology instruction to support a wide variety of devices, platforms and applications
5. Excellent verbal and written communication skills to effectively engage members of the public

6. Ability to retain extensive detailed knowledge and to work with sustained alertness and thoroughness required
7. Ability to perform tasks using independent judgement and initiative within established organizational policies and procedures
8. Ability to speak languages, other than English, that are prevalent in the community is an asset. Ability to speak French is an asset
9. A valid Ontario Driver's license and access to a vehicle
10. A Police Record Check including Vulnerable Sector Screening is required and is a condition of employment

**KEY COMPETENCIES:**

- Customer Service
- Communication
- Collaborative Relationships
- Technology Skills
- Organizational Skills and Productivity
- Learning and Growth Mindset
- Ethics and Values
- Marketing of Collections
- Digital Resources Technology
- Entrepreneurship and Creativity
- Programming and Outreach
- Readers' Advisory
- Reference

**DUTIES AND RESPONSIBILITIES:**

1. Public Service
  - Provides in depth readers' advisory, reference, library orientation, patron guidance, research support
  - Develops and presents group or individual instruction in the use of library services, collections and related technologies
  - Serves the needs of the library user by providing circulation and financial transactions
  - Assists with the visual merchandising of the library collection and services
  - Models and provides service excellence in all interactions with the public
  - Contributes effectively to achieve the standards of productivity and performance
  - Contributes to maintaining public spaces to established standards
  - Effectively communicates with colleagues to work as a team to provide service excellence
  - Communicates and interacts effectively with a variety of audiences and individuals from diverse backgrounds

2. Community Engagement:

- Assists in the delivery of programs and services to children, teens and adults
- Assists in promotion and outreach activities to educational institutions, community centers and social agencies
- Observes the effectiveness of programs and outreach campaigns, making recommendations, submitting reports to the Librarians and Management, as required
- Works with the Community Engagement Team in compiling program content for marketing and promotion
- Facilitates a welcoming environment for the engagement of community volunteers within the library

3. Training and Development

- Collaborates with Management to prepare recommendations for enhancing public services based on observations and community needs
- Attends workshops, reads book reviews and maintains awareness of professional and community trends in library service advancements
- Participates in team and working group meetings to communicate portfolio priorities and project updates
- Works collaboratively with colleagues in recurring public service meetings to provide feedback for advancement of service excellence
- Fosters and maintains positive and collaborative work relationships with staff

4. Perform other duties as assigned.

**WORKING CONDITIONS:**

- This is a system-wide shift position based at one location that may be assigned at any Barrie Public Library location
- Hours of work include evenings and weekends
- Requires accurate and detailed work with constant interruptions
- Works in compliance with the *Occupational Health and Safety Act* and the *Accessibility for Ontarians with Disability Act*
- Applicants may be asked to provide proof of education status, licenses, certification upon the Library's request
- Barrie Public Library is committed to providing an inclusive, barrier-free environment for job applicants. As an organization, we respect and uphold the requirements set forth under the *Accessibility for Ontarians with Disabilities Act (2005)*. If invited to participate



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Date: October 1, 2024

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in an interview, please advise us of accommodation measures you may require during our recruitment process. Information received relating to accommodation needs of applicants will be addressed confidentially

- Personal information is collected under the authority of the *Public Libraries Act*, R. S. O. 1990, Chap. P.44, section 23, subsection 4 and will be used to determine eligibility for employment

Those wishing to apply should submit a cover letter and current resume as one document to:

Jane Little  
Manager Human Resources  
Barrie Public Library  
60 Worsley Street  
Barrie, Ontario L4M 1L6

Email: [jobs@barrielibrary.ca](mailto:jobs@barrielibrary.ca)