



*To inspire and enrich for life*

**Library Assistant, Sunday Children's and Teen Services**  
**Children's and Teen Services – Sunday Service**  
**Casual contract position - Anticipated to May 2022**  
**Sunday hours – Minimum 15 Sundays per year, 4 hours per Sunday**  
**Hourly Rate - \$23.45**

This is a casual contract position working primarily Sunday hours. There will also be opportunities to work other casual hours on evening and Saturday shifts.

Children's and Teen Services – Sunday Service has an opening for a Library Assistant, Sunday Children's and Teen Services. The Library Assistant, Sunday Children's and Teen Services provides a high level of customer service at the Central Library for all members of the community in a way that meets their unique needs, regardless of their age, background, or ability level. This includes customers that may be living with addiction, mental illness or experiencing homelessness. Services include basic reference, readers' advisory and technology support services and services related to the circulation of materials.

## RESPONSIBILITIES

- Provides basic reference and readers' advisory assistance and technology support services for customers of all ages and backgrounds and includes customers that may be living with addiction, mental illness or experiencing homelessness. This is done in person during Sunday hours. This may also be done over the telephone and via email during evening and Saturday shifts.
- Practices pro-active reference in accordance with established standards.
- Provides customer service related to the circulation of materials, such as checking in/out and renewing materials; explaining policies and procedures and granting exceptions when appropriate; negotiating financial transactions; etc.
- Provides a basic level of instruction to customers on the use of print and electronic resources.
- Assists customers with program registrations, room bookings and reserving a computer.
- Cleans and reshelves materials and maintains the general appearance of the collections.
- Performs a variety of support duties as assigned such as shelfreading and shelf checks.
- Provides support services for ongoing evening and weekend operations, including Sunday services as required.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

## QUALIFICATIONS

- Post-secondary degree/diploma or equivalent education and relevant experience
- Experience working with children an asset
- Strong commitment to excellence in customer service

- Demonstrated ability to interact positively and build relationships with customers in a way that meets their unique needs, regardless of their age, background, or ability level, including serving customers with complex needs
- Demonstrated good verbal communication skills with the ability to be courteous and show respect
- Ability to assess customer needs, listen, respond and/or refer as needed
- Good written and verbal communication skills
- Ability to interact positively with children, parents and caregivers
- Ability to learn new technologies and work comfortably in an automated technological environment demonstrated through recent experience
- Ability to be creative
- Demonstrated interest in children's literature
- Ability to function as an effective member of a work team

Closing date for applications is **Friday, October 15, 2021**

To print a copy of our application form, go to [www.kpl.org/jobs](http://www.kpl.org/jobs)

Please address cover letters and résumés to:

Senior Manager, Human Resources  
Kitchener Public Library  
85 Queen Street North  
Kitchener ON N2H 2H1  
Email: [resumes@kpl.org](mailto:resumes@kpl.org)  
Fax: 519-743-1261  
TTY: 1-877-614-4832

**Please quote Library Assistant, Sunday Children's and Teen Services in the subject line**

Kitchener Public Library strives to be a leader in equitable workplaces. We welcome applicants of every identity.

No telephone calls please.

We thank all applicants in advance and advise that we will contact only those selected for an interview. We will retain your application for a period of six months. Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment. For questions, please contact the Human Resources Department.

Kitchener Public Library is committed to an inclusive and diverse workplace where our behaviours and actions reflect our values of trust, mutual respect and dignity for all individuals.

We will provide accommodations for applicants with a disability upon request. Please contact Human Resources Staff by phone 519-743-0271 ext. 239 or TTY 1-877-614-4832, or by email at [hr@kpl.org](mailto:hr@kpl.org).