

Wood Buffalo Regional Library



CIRCULATION SERVICES ASSISTANT
REPORTS TO: CIRCULATION SERVICES MANAGER

POSITION TYPE AND HOURS

The Wood Buffalo Regional Library is seeking a Circulation Services Assistant to join the Circulation Services team. This is a permanent part time position working 10 - 20 hours per week, including days, evenings and weekends. This position is within the CUPE 2157-01 Bargaining Unit.

ROLE FOCUS

Responds to a wide variety of patron needs; ranging from essential customer service to billing and mediating charges.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure compliance with all Library policies and procedures
- Raise awareness of relevant WBRL services, sources and resources within the Library
- Assist library patrons by facilitating access to library materials and providing directional information
- Maintain user records by updating account information, processing payments and waivers as needed
- Resolve material of service related issues with patrons; selecting and explaining the best solution for the issues
- Troubleshoot and help resolve patron issues regarding their accounts or material borrowed
- Engage with patrons to identify information needs; matching needs with services
- Troubleshoot and help resolve patron issues regarding their accounts or material borrowed
- Complete weekly project reports; providing information to Circulation Services Manager
- Perform cash reconciliation when dealing with cash transactions
- Performs circulation desk duties; including but not limited to identifying patron information needs, checking in/out material, and registering new members
- Sort, organize and shelf material; ensuring material is in the proper place

EXPERIENCE AND KNOWLEDGE

- Library experience an asset but not required
- Knowledge of FOIP and the ability to interpret FOIP
- Knowledge of Dewey Decimal System an asset

EDUCATION AND TRAINING

- High school diploma or equivalent

COMPETENCIES

CORE

Communication
Customer Service
Organizational Awareness
Integrity
Confidentiality

DEPARTMENT

Interpersonal Skills
Organizational Skills
Attention to Detail
Patron Awareness & Instruction

POSITION

Motivated
Adaptable

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TECHNICAL

Leveraging Technology
Proficient with MS Office, Internet and Databases

PHYSICAL, SAFETY AND OTHER REQUIREMENTS

- Able to work flexible schedules, including evenings and weekends
- Performs a wide range of physical motions, which may include routine and repetitive bending, reaching and pushing, moving and carrying library materials. Must have sufficient strength to repeatedly lift books weighing between 1 and 10 pounds, including overhead lifting, to load transit boxes, book bins and push book carts weighing excess of 50 pounds
- Standard First Aid Safety Certification is an asset but not needed
- Required to provide a Vulnerable Sector Criminal Record Check conducted by the RCMP
- May be required to submit a current and clean drivers' abstract

SCHEDULE

Must be available to work days, evenings and weekends as per Library operational needs.

- Monday to Friday: Between 8:30 am to 9:15 pm
- Saturday and Sunday: Between 8:30 am to 5:15 pm

HOURLY RATE

\$27.83

In addition to the rate of pay, we offer 6% vacation pay on bi-weekly

CLOSING DATE

April 8, 2019

POSTING TYPE

Internal & External (Posted March 26, 2019)

If you would like to apply for this position please forward your résumé, cover letter and three (3) references to the below contact. No phone calls, please. Please use "Circulation Services Assistant - 06" in the subject line.

Send application to workwithus@wbri.ca

We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted.

In the event that there are no qualified applicants, the Wood Buffalo Regional Library may, at its discretion, waive all or part of the education or experience requirements.