



JOB DESCRIPTION

POSITION TITLE: Library Service Associate (*Part Time*)
REPORTS TO: Library Manager
EFFECTIVE: May 01, 2013

JOB PURPOSE

The Library Service Associate (LSA) is the first point of contact for library customers and is responsible for ensuring the best possible customer service experience. The LSA is knowledgeable about all NOTLPL programs and services in order to provide assistance at all stages of the customer visit.

QUALIFICATIONS

Education

- College diploma from an accredited program

Experience

- Minimum two years' experience in a customer service environment
- Experience with automated library systems an asset

RESPONSIBILITIES (*Assigned from the lists below*)

Customer Service

1. Welcomes customers entering the library and proactively serves them at the point of need, assisting through each stage of their library visit.
2. Delivers front-line services by assisting customers with catalogue searches, reader's advisory, local history, program and library card registration, materials circulation, customer account issues and library technology including public computers, photocopier, self-checkout and ebooks.

3. Promotes library membership to potential customers and promotes library collections, programs and services to all library customers.
4. Contributes to the creation of a welcoming and aesthetically pleasing community space by maintaining high standards of library cleanliness and organization.
5. Refers customer feedback and observation of customer trends to the Library Manager and C.E.O.
6. Refers customers to appropriate staff member as necessary.

Collection Maintenance

1. Processes materials.
2. Catalogues materials.
3. Repairs damaged materials.
4. Recommends materials for selection and removal.
5. Removes items from the collection as directed.
6. Processes inter-library loan requests.

General Duties

1. Assists with opening and closing procedures.
2. Collects fees and fines.
3. Prepares cash register float.
4. Supervises student pages in the absence of the Library Manager.
5. Other duties as assigned by the Library Manager and/or Library C.E.O

The above description reflects the general details considered necessary to describe the principal functions and duties as required for proper evaluation of the job and shall not be considered as a detailed description of all the work requirements that may be inherent in the job. Further interpretation of this Job Description is the responsibility of the Board of Directors and/or the C.E.O. of the Niagara-on-the-Lake Public Library. The Board of Directors of the Town of Niagara-on-the-Lake Public Library reserves the right to make, modify, revoke, suspend, terminate, or change any part of this Job Description, in whole or in part, at any time.