

JOB DESCRIPTION

Job Title	Casual Library Service Associate (LSA)		
Reports To	CEO		
Job Grade	Grade 5 (Step 1) \$30.20 (2026)	Start Date	September 2026
Hours per Week	Hours of work for Casuals are not guaranteed.	Status	Casual
<i>NOTLPL utilises the Casual LSA on an 'as required' basis. The Casual LSA provides coverage for all Library Service Associate duties as required. The Casual Service Associate must be available for call-in during all hours of opening (i.e., including evenings and weekends).</i> To apply, please submit a cover letter and resumé to notlplcareers@gmail.com by **5:00 p.m. on Thursday, August 27, 2026**			

Job Summary

The Casual Library Service Associate (LSA) provides exceptional customer service, ensuring the information needs of a diverse clientele are met. They are knowledgeable about library services and community resources, and deliver seamless support throughout the customer's visit, including welcoming customers, assisting with information requests, and managing the check-out process. The LSA excels in problem-solving, delivers reference and readers' advisory services, and offers technology support for the library's resources.

Job Requirements

- College diploma from an accredited program.
- Minimum of two years of experience in a customer service or related environment; direct service experience preferred.
- Experience with automated library systems is an asset.
- Flexibility to pick up shifts on short notice.
- Proficiency with library technology and related software applications.
- Demonstrated ability to provide proactive and exceptional customer service and problem-solving.
- Excellent communication skills with a culturally diverse clientele and conflict resolution abilities.



- Ability to quickly learn and adapt to new technologies, services, or procedures.
- Strong attention to detail and organizational skills.
- Friendly, courteous, and professional demeanor.

Job Duties

Customer Experience and Information Services

- Provide front-line information services in-person and virtually, including assisting with catalog searches, library technology, and digital collections.
- Engage proactively with customers to anticipate and meet their needs, offering creative solutions to enhance their library experience.
- Promote library membership and provide orientations on library services and resources.
- Maintain and promote library collections through displays and readers' advisory services.
- Provide instruction and problem solving to customers using a variety of digital collections and the Library's Makerspace.
- Support customers with Library Technology, including the public access computers & self-serve equipment.

Collections Maintenance

- Assist with collection maintenance tasks, including selecting, de-selecting, repairing, withdrawing, and processing materials.
- Support the organization and presentation of library materials through cataloging and processing.

General Duties

- Contribute to a welcoming and well-organized community space by upholding cleanliness and organization standards.
- Ensure that library pages are adhering to their assigned duties and responsibilities, providing guidance and support as needed to maintain efficient operations.
- Assist with opening/closing procedures, fee collection, and supervising student pages when needed.
- Communicate customer feedback and trends for service development and improvement.
- Participate in library events to promote library offerings and foster community engagement.
- Perform additional duties as assigned.

Competencies

- Customer Service Excellence – Proactively meets customer needs, providing exceptional service and ensuring a positive experience.
- Communication Skills - Communicates effectively and tactfully with a diverse clientele, resolving conflicts positively.
- Technological Proficiency – Proficient in using library technology and digital resources and assists customers effectively.
- Problem-Solving and Initiative – Demonstrates strong problem-solving skills and takes initiative to develop customer service solutions.
- Adaptability and Continuous Learning – Quickly learns and adapts to new technologies, services, and procedures.
- Attention to Detail and Organization - Maintains accuracy and organizational standards in all library tasks.

The above description outlines the key functions and responsibilities necessary for evaluating the role but does not encompass all job duties. The Library Board, CEO, and relevant supervisors are responsible for further interpretation of this job description. The Niagara-on-the-Lake Public Library reserves the right to modify, revoke, suspend, or change any part of this job description at any time.