JOB DESCRIPTION

Job Title	Library Service Associate (LSA) – Programs & Outreach		
Reports To	CEO		
Hourly Rate	$30.20/hour (2026)	**Start Date**	January 2027
Hours per Week	22 hours/week, including evenings and weekends, plus 1 in 4 weekends as additional hours.	**Status**	Temporary part-time (12 months) with possibility of extension
Send resume and cover letter to Laura Tait notlplcareers@gmail.com **CLOSING DATE:** This posting will remain open until the position is filled. Applications will be reviewed as they are received, and interested candidates are encouraged to apply early.			

Job Summary

The Library Service Associate – Programs & Outreach plays a vital role in delivering exceptional customer service while supporting the library's programs, outreach initiatives, and community engagement efforts. In addition to assisting patrons with information needs, technology, and collections, this position provides hands-on support for library events, book clubs, and offsite outreach activities. This role is ideal for someone who thrives in a dynamic, people-focused setting and is passionate about connecting the community to library services and experiences.

Job Requirements

- College diploma from an accredited program; a focus in library and information studies education, or community engagement is an asset.
- Minimum of two years of experience in a public-facing customer service role, with a demonstrated interest in working with children, youth, and adults. Experience supporting or delivering programs, events, or outreach initiatives for a variety of age groups is strongly preferred.
- Experience with automated library systems is an asset.
- 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, service, or procedures.
- Strong attention to detail and organizational skills.
- Friendly, courteous, and professional demeanor.
- Demonstrated ability to plan, support, or deliver public programs and community engagement activities.

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 makerspace tools.
- Support customers with Library Technology, including the public access computers and 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.

Programs, Events & Outreach

- Support the planning, setup, and delivery of library programs and events for all age groups.

- Provide on-site assistance during programs, including registration, customer service, and logistics.
- Assist with outreach activities such as book clubs, community visits, and offsite community events.
- Help maintain program supplies and contribute to program evaluation through attendance tracking and feedback.

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: Delivers welcoming, inclusive, and proactive support to all library users in-person and during programs.

Program & Outreach Support: Effectively supports the planning and delivery of programs, events, and outreach activities with reliability and enthusiasm.

Team Coordination: Provides guidance and oversight to Library Page staff, promoting teamwork and maintaining service standards.

Communication Skills: Communicates clearly and respectfully with colleagues, the public, and community partners.

Technological Proficiency: Uses and supports library technology, digital tools, and public access equipment with confidence.

Adaptability & Problem Solving: Responds flexibly to changing needs and contributes solutions to service and workflow challenges.

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.