



To inspire and enrich for life

**Senior Library Assistant, Community Connections
Community Connections Department
Full-time contract position - Anticipated for 12 months
Day, evening and weekend shifts required**

Kitchener Public Library has an opening for a contract Senior Library Assistant, Community Connections working full-time hours. The successful applicant will provide a high level of customer service at the Central Library in the Information Services Department with a focus on support services and programs for library customers from all socio-economic backgrounds and in particular those living with complex needs such as mental illness, addiction and/or experiencing homelessness. The position holder will also provide reference, readers' advisory and technology support services and services related to the circulation of materials.

RESPONSIBILITIES

- Provides support to the Manager, Community Connections in the provision of services and programs for underserved and/or marginalized communities.
- Provides community support and referral services for library customers and in particular those living with mental illness, addiction and/or experiencing homelessness.
- Assists customers in accessing community health, housing and social service supports. This can include on-site support, intervention and informed referrals for customers in need of community support.
- Develops and facilitates individual or group life skills programming and services to support library customers with complex needs. This includes generating ideas, researching appropriate presenters, communicating with presenters and overseeing publicity, inclusive of writing and preparing promotional material.
- Supports partnerships with organizations in the community to facilitate initiatives and opportunities to benefit at-risk individuals and groups.
- Supports and trains library staff to effectively serve library customers with complex needs. This includes specialized programs on how to direct and handle specific situations as they relate to individuals with complex needs and how to refer them to appropriate support services. Models best practices for staff and the Person-in-Charge (PIC).
- Provides reference, readers' advisory services and technology support services for customers of all ages and backgrounds. This is done in person, over the telephone and via email using print and electronic resources, and internal documentation.
- 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.
- Instructs the public on the use of print and electronic resources including the library catalogue and hardware, software, and electronic resources and services.

- Provides support for the ongoing operations of the Information Services Department, including special projects, collection maintenance, merchandising, holds lists, etc.
- Follows safe work practices and procedures in support of Kitchener Public Library's Health and Safety Policy.

QUALIFICATIONS

- Post-secondary degree/diploma in Social Sciences, Community Services, Health or a related discipline
- One to two years of relevant experience
- Knowledge and experience working with individuals living with mental illness, addiction and/or experiencing homelessness
- Demonstrated sensitivity and respect for customers with the ability to assess and refer to appropriate supports as required
- Knowledge of local community resources, treatment centres, social service networks and organizations
- Ability to work collaboratively with community-based agencies
- Knowledge of harm reduction and trauma informed approaches to working with individuals with complex needs
- Demonstrated excellent problem-solving and judgement skills and ability to respond or assist in emergency situations
- Strong organizational, verbal and written communication skills
- Ability to learn new technologies and work comfortably in an automated technological environment
- Commitment to excellence in customer service and ability to interact with customers in a positive manner
- Ability to function as an effective member of a work team

Closing date for applications is **Wednesday, August 4, 2021**

To print a copy of our application form, go to 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
Fax: 519-743-1261
TTY: 1-877-614-4832

Salary: \$51,365

Please quote **Senior Library Assistant, Community Connections** in the subject line

Kitchener Public Library is committed to and 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.