

Job Title: Contract Circulation Assistant – 40 hours

Date: February 2023

Description:

The Camrose Public Library is looking for an enthusiastic, versatile, customer service super star to help our community and staff with all of their information needs.

Job Summary:

The Camrose Public Library is located in the city of Camrose Alberta, and serves a population of ~20,000, not including members of the Camrose County. CPL is a part of the Parkland Regional Library System.

We need someone who loves to help people, who can think on their feet and has a knack for figuring out tech problems. The right person for this job thrives on working with people of all ages and backgrounds, and communicates well with everyone. This position is a Contract Circulation Assistant position, so if you have an eye for detail, enjoy a good puzzle, and love getting to know our patrons, this job is for you!

You will spend most of your time at the service desk and on the floor assisting our patrons. You will be checking items in and out, answering reference questions (particularly tech related ones), reader's advisory queries and connecting patrons to CPL programming and services. You will also be developing a close relationship with the collection, so familiarity with the Dewey Decimal system would be helpful.

Duties and Responsibilities Include (but are not limited to):

1. Interact with patrons to provide outstanding customer service
2. Check-in/check-out materials
3. Answer Reference questions including questions on e-resources and other technology

CONNECT. CREATE. CAPTIVATE.

4. Answer Reader's Advisory questions
5. Assist patrons on Public Computer stations as needed
6. Process hold and transit materials
7. Answer phone calls and direct questions to appropriate staff
8. Intake donations and help facilitate Book Sale
9. Outreach book selection for patrons unable to make it to the library
10. Help process new materials
11. Help to create and maintain book displays
12. Membership creation and maintenance
13. Running Lists and pulling items from the collection
14. Perform other related duties as required.

Minimum Qualifications:

- High school Diploma
- Customer Service experience necessary.
- Experience with technology.
- Experience and comfort working with all ages.
- Fluent in written and spoken English.
- If chosen as successful candidate, must provide a current Police Check and Child Intervention Record Check every 3 years.

Physical Requirements:

- Able to stand, walk or sit for long periods of time.
- Can climb, reach, stoop and kneel.
- Able to carry materials weighing up to 25 pounds.
- Manual dexterity to operate keyboards and library equipment.

- Speech and hearing sufficient to interact with patrons and read computer screens and fine text.
- Able to perform repetitive hand, arm, and body movements.
- Able to push a loaded book cart.

Assets:

- Library Technicians Diploma or an Undergraduate Degree.
- Library experience.
- Fluency in languages other than English.

Hours of Work:

- This position has approximately 40 hours per four week period.
- Includes Day, Evening and Weekend Shifts. Must be able and willing to work both Saturdays and Sundays.
- This contract runs from March 1st 2023 – January 28th 2024 (11 months)

Compensation:

The hourly wage for this role ranges from \$18.63 to \$23.00.

Supervisor:

- Manager of Library Services

Closing Date for Submissions: February 7th, 2023 at noon. Please submit your cover letter and resume as one PDF file to Alyssa Martin at cpl@prl.ab.ca

Please direct any questions to the Director, Alyssa Martin at cpl@prl.ab.ca