

**Job Title:** Library Assistant II (LA 2) - Public Services Department



**\*\*Please note: this could be multiple positions dependent on recruitment of staff for a separate posting. Please specify, in your cover letter, if you have a preference for full time (avg. of 35hrs/week) or part time (avg. of 17.5hrs/week) hours.**

**Competition #:** 2021-14

**Posted:** Thursday, September 16, 2021

**Deadline:** Friday, September 24, 2021 - 5PM

**Hours of Work:** This position includes daytime, evening, and weekend shifts. The position will begin as soon as a suitable candidate is found.

**Wage Range:** \$22.93-\$25.48 per hour.

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## **WHAT WE'RE LOOKING FOR:**

Red Deer Public Library is seeking an energetic, community-oriented, and fun-loving individual to fill a position in the Public Services department! This position is for a creative, self-motivated individual who wants to make a difference in our community and provide excellent services to all who visit the library.

Under the supervision of the Public Services Manager, provides circulation services and intermediate reference assistance to library customers in all library branches and service points.

## **DUTIES**

1. Circulates library materials, including ME and ILL returns / shipments.
2. Registers customers and issues library cards.
3. Handles cash and processes payments from customers.
4. Handles customer requests including intermediate reference and directional assistance.
5. Accepts, collects and processes customer holds.
6. Handles customer complaints and may refer issues to the appropriate Supervisor/Manager.
7. Processes and issues overdue and invoice letters, handles delinquent accounts including claims returned and lost/damaged items.

8. Processes missing and damaged items, including replacing security tags and property labels.
9. Performs shelving and shelf-reading in compliance with the organizational Paging standards.
10. Assists with the delivery of approved Library programs and provides assistance with community outreach.
11. Assists with orientation of new Library Assistants as required.
12. Acts as designated contact in library during emergency situations.
13. Opens/closes department and/or library branch.
14. Answers and re-directs incoming calls on multi-line telephone system.
15. May perform all general duties and responsibilities of the Library Assistant, LA I position.
16. May represent the Department or Red Deer Public Library on various committees

These duties are illustrations of types of work that may be performed. The omission of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

## **RESPONSIBILITIES**

1. Awareness and application of Library Assistant duties at Level I within the organization.
2. In-depth knowledge of organizational policies and procedures.
3. Familiarity with the latest technology that applies to customers.
4. Awareness of current events and trends as they relate to library service.

## **QUALIFICATIONS, TRAINING AND EXPERIENCE**

1. Completion of High School diploma.
2. A minimum of 2 years' work experience, preferably in library public service or in a similar customer-oriented service environment.
3. Excellent problem solving and communication skills (oral and written).
4. Exceptional customer service skills.
5. Ability to relate to coworkers in a courteous, helpful manner.
6. Computer skills in a networked Windows environment including Office, Google Apps, and web-based services.
7. Self-directed. Able to work either independently or as part of a team.

## **PHYSICAL REQUIREMENTS**

Physical requirements of the Library Assistant position include frequent and prolonged standing, walking, and bending; lifting library materials up to 25 kgs;

reaching to place materials on shelves; and pushing and pulling book carts up to 45kg.

**Please submit a cover letter and resume to [jobs@rdpl.org](mailto:jobs@rdpl.org) citing Competition #2021-14 by 5 p.m. on Friday September 24, 2021.**

A current, acceptable, Criminal Records Check is required. Cost of the check is the responsibility of the applicant and would be required if acceptance of an offer of employment is made.

Thank you to all candidates for their interest but only those selected for an interview will be contacted.