

## External Posting

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**Position Title:** Branch Services Assistant (Contract)  
**Department:** County of Brant Public Library  
**Location:** St George Branch; all branches  
**Initial Schedule:** 4 hours every week (between October and May)  
Sunday 12 pm – 4 pm  
Plus, on-call shift opportunities  
**Start Date:** Immediate  
**Hourly Rate:** \$27.84 - \$32.56

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### General Purpose

Reporting to the Director, Operations and Public Services, the Branch Services Assistant will assist readers of all ages in the selection, organization, and interpretation of library materials. This position performs professional duties that require adherence to standards of accuracy, timeliness, tact, and confidentiality. This position may also prepare and present children's programs and other outreach programs. This position works both scheduled and on-call shifts including evenings and weekends which may include travel between branches.

### Primary Responsibilities

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### Primary Responsibilities

- Answers reference questions, including subject, author/title, technology instruction, and reader's advisory questions.
- Demonstrates a thorough knowledge of library automation systems.
- Places requests and instructs customers on how to place requests for library materials not immediately available.
- Instructs patrons in the use of basic reference tools and catalogs.
- Promotes library services and collections.
- Maintains the collection and branch appearance in a satisfactory manner.
- May plan and conduct programs, tours, and displays.
- May participate in task teams and special projects.

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- Maintains an awareness of current trends in library and related fields.
- May complete monthly safety inspections of the branch.
- Other duties as assigned.

### Knowledge

- Proven excellent interpersonal skills in dealing with staff team members.
- Excellent customer service skills.
- Knowledge of the principles and practices of professional library work.
- In-depth knowledge of reference materials and reference techniques.
- A broad knowledge of adult and children's literature.
- Proficiency with Microsoft Office applications.
- Strong technical knowledge including: ILS, social media, and web management.

### Education

Post-secondary degree or diploma in a related field required. A recognized library science or information studies degree or diploma is preferred.

### Experience

2 or more years' experience working within the library field or related field.

### Skills

The incumbent must have an:

1. Ability to communicate effectively both in written and verbal formats.
2. Ability to work in a changing, progressive environment.
3. Ability to perform manual tasks such as lifting, pushing, pulling, bending.
4. Ability to change processes and workflow based on customer demands and library vision.
5. Ability to set goals and monitor achievements.
6. Ability to time manage and multi-task in an open public environment.

### How to Apply

Resumes and cover letters may be submitted, in confidence, to the attention of Karen Scott, Director, Operations & Public Service.

By email: [karen.scott@brant.ca](mailto:karen.scott@brant.ca)

Posting closes: Thursday, December 14, 2023 at 9 am