

Job Posting

Milton Public Library (MPL) is committed to inspiring through discovery, collaboration and creation. As part of one of the fastest-growing municipalities in North America, Milton Public Library is an award winning system focused on innovation. MPL empowers the community to: Read. Learn. Create. Connect.

Position:	Customer Services Associate
Status:	Permanent Part-time
Home Location:	Main Library
Salary Range:	\$31.26 – 37.51 per hour

Position Summary

The Customer Service Associate provides front-line customer service, including but not limited to; in-depth reference and readers' advisory services; programming, and circulation services. The Customer Service Associate also participates in ensuring a balanced, current and relevant collection of library materials by developing assigned portions of the collection. The Customer Service Associate also acts in an "In-Charge" capacity.

Typical Duties and Responsibilities

1. Performs front line customer service including registering new patrons and providing an introduction to the Library and its policies
2. Delivers in-depth reference and reader's advisory
3. Plans and delivers programmes, as assigned
4. Performs circulation functions, including but not limited to, collecting fines and/or fees, monitoring gate, answering telephone, sorting and organising returned material
5. Responsible for the selection, weeding, and evaluation of specific materials as assigned, following the established Collection Development Policy and monitoring budget lines
6. Delivers in-depth OPAC instruction to the public as well as instructs in the use of Library technologies when required
7. Conducts tours for students and adults including workshops, book talks, etc., in and out of the library, as required
8. Assists with maintaining and updating the Library web site as assigned
9. Develops and updates the readers' advisory material
10. Develops bibliographies, bookmarks, newsletters, promotional articles and displays to promote the library's collections, including the selection and de-selection of materials, as assigned
11. Checks library materials for bindery and repairs
12. Assumes the duties of an In-Charge person as required
13. Performs other duties as assigned



Qualifications/Competencies

- Library Techniques diploma or equivalent and two years' of relevant library experience
- Experience in an automated environment and with computer skills
- Strong customer service skills.
- Excellent oral and written communications skills
- Ability to work independently and in team environment

Application Process

Interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of this position by **Monday October 5th, 2020 by 5:00 pm** quoting posting **20-09** to:

Human Resources

Email: careers@beinspired.ca

ONLY THOSE SELECTED FOR AN INTERVIEW WILL BE CONTACTED.

The Milton Public Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act, RSO 1990, for recruitment purposes. Questions about this collection of personal information should be directed to: Chief Librarian, Milton Public Library, 1010 Main Street East, Milton, ON, L9T 6H7

The Milton Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process. If you require accommodation at any time throughout the recruitment process, please contact Human Resources at careers@beinspired.ca