



External Job Posting, Pickering Public Library

Are you passionate about youth, literacy, and customer service? Do you enjoy sharing information and helping members of the community alongside a great team of dedicated employees? Then Pickering Public Library is the career choice for you!

Pickering Public Library has a **full-time permanent** opening for a reliable and hardworking **Senior Information Services Technician**, with a focus on Youth. This “in-charge” public service position regularly works at both the Central and George Ashe branch locations but is based out of the Central branch. This position reports to the Manager of Community Engagement and primarily supports youth services by providing proactive customer service, delivering programs, as well as sharing and promoting information and advisory services. Candidates must have strong technology proficiency and solid public engagement skills and “in-charge” experience. Candidates should have program planning and facilitation experience. This role will assist with volunteer coordination and may perform some circulation activities when required. The ideal candidate will have demonstrated current understanding of youth literacy needs and trends, a passion for learning and technology, experience as an enthusiastic advocate for youth, along with strong facilitation, problem-solving, and teamwork skills.

Salary: \$27.85 per hour

Hours: 35 hours per week

The successful applicant :

- Advises and assists library clients in the selection and use of Pickering Public Library's collections and services.
- Develops and conducts programs as assigned.
- Assists in the development, evaluation, promotion and maintenance of assigned collections.
- Conducts library tours and class visits.
- Stays current with developments and emerging trends within the field and the community as it applies to enhancement of services in support of the library as a learning organization.
- Demonstrates and maintains the required level of technical proficiency.
- May be required to perform some circulation activities.

Pickering Public Library is an equal opportunity employer. The Library encourages and welcomes applications from our diverse population including qualified aboriginal Canadians, persons with disabilities, members of visible minorities, and women. If you require accessibility accommodation, please contact HR. To access further information about Accessibility at Pickering Public Library please visit www.picnet.org

- May be assigned to be responsible for the safe operation of a Library facility when acting as In-charge staff.
- Provides instructions to new and more junior employees when working as In-Charge staff and as required.
- Prepares statistics and reports as required.
- Other duties consistent with job responsibilities.

Applicants must have:

- College Diploma in Library & Information Techniques or an equivalent combination of education and experience.
- 12 months related experience in a public Library
- Necessary job competencies: accountability, client focus, communications, flexibility, problem-solving & decision-making, teamwork & relationship building.

Candidates will be scheduled to work varying shifts including days, evenings, and weekends at any location within the library system.

Pickering Public Library is a competency-based workplace. The Library seeks applicants with specific aptitudes (see the attached list of competencies and visit us online at <http://www.picnet.org/careers>).

We thank all applicants for their interest. Please note that only candidates selected for an interview will be contacted. Successful applicants must be prepared to undergo a satisfactory Criminal Records Check (CPIC vulnerable sector search) as a condition of employment.

Please quote Job ID #E-9 and email resumes to Tanya Sinclair in HR: careers@picnet.org

In your cover letter, please detail your strengths and work experience.

Closing date for applications: April 23 at 5 p.m.

Planned starting date: May 2018

Competencies

Accountability

Meets commitments and deadlines. Performs work in accordance with safety and security requirements

- Completes assignments and work commitments on time.
- Delivers quality work with limited errors
- Acknowledges errors or mistakes and takes ownership over corrections
- Maintains acceptable attendance
- Respects confidentiality.
- Reports any potential health & safety or security concerns.
- Participates in required safety training.

Client Focus

Responds to client needs and internal requests.

- Considers the client's needs when completing work, making suggestions and providing service that typically results in client satisfaction
- Always displays professionalism, respect and dignity in daily interactions
- Follows through on commitments and responds to inquiries, emails, requests and complaints in a timely fashion
- Provides a level of service and assistance that is consistent with organizational guidelines and practices

Communication

Effectively listens and communicates. Clearly communicates concerns and responds to conflict directly

- Verbally communicates information with clarity
- Uses active listening and concentration in order to increase understanding
- Writes with clarity and purpose, structures written documents in a logical order, ensures spelling and grammar are appropriate
- Is polite and professional in both verbal and written communication.
- Handles conflict by having an open discussion with the individual(s) involved.
- Clearly communicates ideas and concerns by stating point of view while being open to hearing other feedback.

Flexibility

Responds positively to changing needs and conditions

- Understands that change happens and keeps an open mind to new initiatives
- Is flexible to altering normal working conditions in order to get a job done (i.e. assisting a co-worker, takes assignments outside of regular job duties)
- Recognizes the value of different opinions, approaches and perspectives
- Remains positive during times of uncertainty

Problem Solving & Decision Making

Recognizes and identifies issues and offers solutions and/or makes decisions that fall within the position's responsibilities and involves others as required

- Asks questions and looks for answers to issues.
- Identifies issues, makes appropriate decisions for the position and offers basic solutions based on available resources
- Attempts to resolve issues that fall within their scope and accountability
- Involves or refers the issue or decision making to the right person or authority to have the situation resolved
- Makes suggestions at team meetings and to manager on potential/ known issues and possible solutions

Teamwork & Relationship Building

Maintains positive productive working relationships, participates in team or group activities and helps team members.

- Develops and maintains work relationships that are required in order to achieve regular tasks and objectives
- Easily establishes rapport, and communicates openly and effectively
- Is tactful and diplomatic with the ability to remain calm and composed in difficult situations
- Practices active listening and has solid understanding of others.
- Participates in team building and works toward achieving team objectives.
- Meets deadlines and commitments set by the team.