



The Cobourg Public Library is seeking to fill a temporary contract position for a **Public Services Associate**. The contract length will be approximately 6 months starting in October 2024. This position has varied hours, and work will be assigned at the Cobourg Branch location from Monday to Sunday and will include morning, afternoon, evening, and weekend shifts.

Individuals who wish to apply for this position must submit a resume and cover letter to the Manager of Public Services, Kate Davis, **by 5:00 p.m. on Friday September 13, 2024.** kdavis@cobourg.library.on.ca

The job description is as follows:

Job title: **Public Service Associate**

Reports to: Manager of Public Services

Salary: \$28.50

Job Summary:

Working in all areas of the Library, this position is responsible for:

- Effective delivery of public services, including circulation, reference, information services, and readers' advisory for all patrons.
- Preparation and delivery of Library programs as directed.

Responsibilities:

These responsibilities indicate the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the position. The incumbent may be asked to perform other duties as required given the nature of library services and changing work environment.

- Assists patrons with their borrowing and information needs, through scheduled work on service desks.
- Under the direction of the Manager of Public Services prepares for and delivers programming for all ages.
- Provides assistance to Library patrons and community members in a manner that is warm, welcoming and respectful.
- Develops and maintains the specific areas of the collections, in conjunction with Manager of Public Services.
- Responsible for maintenance of Special Collections under the direction of Manager of Support Services.
- Selects and sets up materials for display throughout the Library system.

- Monitors the community's needs for services and makes recommendations to adjust library services to meet those needs.
- Perform opening and closing procedures
- Handles public relations matters (e.g. parking, washrooms, noise levels)
- Prepares statistics and reports as required.
- In-charge person in the absence of supervisory and/or managerial staff.
- Represents the Library at community events as required.

Work Environment:

- Rapidly changing public environment serving all ages and abilities
- Requires day, evening and weekend shifts
- Works in a sometimes noisy, customer-driven environment with frequent interruptions
- Occasionally stressful when serving patrons (may be exposed to conflict and emotionally-charged situations)

Skills, Knowledge, Training:

- Library Technician Diploma, or equivalent education and/or experience.
- Three years of relevant experience in a public library or similar environment.
- Demonstrated excellence in teamwork and collaboration with multi-faceted teams with the ability and desire to share knowledge with others and work independently in order to support team goals
- Demonstrated practice of continuous learning
- Excellent interpersonal, communications and conflict resolution skills with a strong customer service orientation and experience
- Ability to work independently and collaboratively in a rapidly changing work environment
- Anticipates and adapts to change with a sense of optimism and opportunity
- Ability to function calmly and effectively during stressful situations, demonstrating sound judgment, a strong work ethic, problem solving ability and initiative

For more information or for any questions, please contact Kate Davis, Manager of Public Service at kdavis@cobourg.library.on.ca