

6-MONTH EMPLOYMENT OPPORTUNITY  
@ THE WHITCHURCH-STOUFFVILLE PUBLIC LIBRARY

PUBLIC SERVICES ASSISTANT

The Public Services Assistant (PSA) is responsible for achieving public service excellence. The PSAs deliver direct support to the Whitchurch-Stouffville Public Library's (WSPL) users of all ages. The PSAs ensure that users are treated with respect and care and are supported in achieving their service needs. They support library users from their initial entry into the facility, from providing a warm welcome to the library to assisting with self check-in and self check-out procedures. They are knowledgeable about the library and its services and serve as quality resources for library and community information. They are approachable, friendly, customer-centric individuals who approach their work with enthusiasm and passion.

Duties involve delivering front-line service including but not limited to assistance with account registration, facility orientation, collection of fines and other related library fees, program registration, answering telephone calls, emptying the automatic sorter and book drops, sorting and placing items on book carts, maintaining displays, and delivering brief assistance with readers' advisory, database logins, catalogue searches, holds placement, and directions.

Applicants must have an Ontario Secondary School Diploma (grade 12)  
18-24 months related experience in serving the public, preferably in a library setting  
Ability to use and familiarity with technology, computer software, and the Internet  
Excellent communication, organizational, and interpersonal skills  
Verbal fluency in English. Knowledge of a second language would be an asset.

This position requires frequent lifting and carrying of library materials; the pushing and pulling of book carts weighing 200 pounds; frequent stooping and reaching; and long periods of walking and standing. This is a 6-month contract with the possibility of renewal. Job schedule is approximately 19 hours per week including evenings and weekends. Salary is \$20/hour.

For more information, please contact Carolyn Nordheimer James, Chief Executive Officer at [carolyn.nordheimer@wsplibrary.ca](mailto:carolyn.nordheimer@wsplibrary.ca). Application deadline is March 14, 2018 at 3:00 pm.