



Library Assistant – Job Description

POSITION TITLE: Library Assistant

REPORTS TO: Library CEO

DATE REVISED: April 2026

POSITION SUMMARY:

The Library Assistant provides front-line public service and operational support for the Trent Lakes Public Library. This position is often the first point of contact for library users and contributes to the delivery of accessible, welcoming, and customer-focused library services. The role is based primarily at the Cavendish branch, with occasional work at other locations as required.

MAJOR RESPONSIBILITIES:

- Provide front-line circulation services, including check-ins, check-outs, renewals, holds, fines, shelving, and patron record maintenance
 - Register new patrons and maintain accurate and up-to-date patron information
 - Manage overdue materials and related follow-up
 - Assist patrons in locating materials and accessing library services
 - Provide basic reference and reader's advisory support
 - Assist patrons with public computer use, digital resources, and basic troubleshooting
 - Assist with the set-up and delivery of library programs and events as required
 - Perform other related duties as assigned
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HEALTH AND SAFETY:

All employees are responsible for complying with the Occupational Health and Safety Act, applicable regulations, and municipal safety policies. Employees are expected to work safely, follow established procedures, and take reasonable precautions to ensure the safety of themselves, colleagues, and the public.

Responsibilities include:

- Compliance with all applicable legislation, regulations, and policies
 - Safe work practices to prevent injury or hazard
 - Participation in required health and safety training
 - Prompt reporting of all incidents, injuries, and hazards
 - Proper use of safety equipment and personal protective equipment
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SUPERVISION:

This position does not supervise other staff.

WORKING RELATIONSHIPS:

Internal: Library CEO, Board members, library staff, municipal staff

External: Library patrons, volunteers, and community members

WORKING CONDITIONS:

Work is performed in a public library environment. The position requires flexibility to work in a busy public service setting and may include work at more than one branch location.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of public library services and circulation procedures
 - Strong digital literacy, including databases, office software, and internet searching
 - Excellent customer service and interpersonal skills
 - Ability to work in a busy environment with competing priorities
 - Strong communication skills, both verbal and written
 - Ability to work independently and as part of a team
 - Strong problem-solving skills and sound judgment
 - Attention to detail and accuracy
 - Maintain confidentiality of corporate information in accordance with the Municipal Freedom of Information and Protection of Privacy Act Awareness of proper safety procedures and ability to follow policies, procedures, and relevant legislation (e.g., Occupational Health and Safety Act, AODA)
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HOURS OF WORK:

This is a **part-time position of up to 20 hours per week**, scheduled based on operational needs to support service delivery at both branches. Evening and weekend availability is required.

QUALIFICATIONS:

- High school diploma or post-secondary education, or equivalent library experience (minimum two (2) years)
- Experience working in a public service environment
- Strong computer skills and familiarity with library systems
- Ability to multitask in a busy environment
- Demonstrated customer service experience

REQUIREMENTS:

- Ability to work evenings and weekends as required
- Reliable transportation (public transportation is not available to the site)
- Successful Police Information Check and Vulnerable Sector Screening