

Position Title: LIBRARY ACCESSIBILITY ASSISTANT **Position: #P307 24**
Dept/Branch: Public Services
Reports to: Community Engagement Coordinator
Position Supervises: N/A

I. Position Summary

Under the general direction of the Community Engagement Coordinator (CEC) the incumbent is responsible to provide high quality, friendly and effective library services to customers with print disabilities. The Library Access Assistant will assist the CEC in outreach and programming, in training staff and public on accessibility devices, and in providing recommendations around accessibility services.

The incumbent exercises some independent judgement within established ORL policies procedures and practices.

II. Accountabilities

A. Public Services

Provides selection services for print disabled customers. Includes customer profile management, selecting materials, placing holds, and managing holds workflow.

Registers customers, orients new customers to library system services and programs, and accurately maintains customer records.

Assesses customer needs and refers customers to external partners as appropriate.

Regularly connects with customers to ensure data is up-to-date and service is impactful.

Provides readers' advisory and reference assistance.

Operates circulation and Reader's Services module of the Integrated Library System (ILS) according to library procedures.

Checks in/out library materials, assesses for damage, makes appropriate adjustments to item or customer status, receives payment for lost or damaged materials, prepares material for shelving.

Resolves routine problems related to the circulation of library materials; addresses complaints and concerns of patrons. Informs supervisor of unresolved problems.

Trains and assists customers and staff in the use of accessibility technologies.

Under the guidance of the CEC, promotes the use of accessibility services throughout ORL service areas.

Conducts orientations to Accessibility Services to individuals and groups.

Plans and delivers programs and outreach to public.

B. Non-Public Duties

Packs/unpacks/sorts shipments of library materials. May be responsible for pick-up and delivery of mail and boxes of material to the Post Office and/or Courier Office. Generates waybills as required.

Runs circulation reports as required, conducts shelf checks, and processes requests for library materials.

Runs external reports as assigned. Tracks monthly department statistics.

Assists and provides input to the CEC for guidelines and procedures, developing efficiencies of service, and creating system documentation.

Transfers digital information from source to accessibility technology.

Assists in maintenance of assigned library equipment and refers any unresolved equipment problems to appropriate person or department.

Assists in maintaining the cleanliness and tidiness of working area. Refers any building maintenance problems to appropriate person or department.

Attends meetings as required.

Other duties of similar complexity and scope, as assigned.

III. Working Conditions

Works in a front-line public service environment, sharing open office space with other staff. Spends extensive periods of time on the telephone. Has contact with public, employees at branches, and Headquarters by phone, in person, or email. Required to lift and push heavy objects.

IV. Job Specification

A. Education

- Grade 12 or equivalent, plus completion of an approved Library Technician diploma program or 2 years of academic post-secondary education in liberal arts with an emphasis on critical thinking and communication."

B. Related Experience

At least 2 years experience working directly with the public in a branch library is required.

C. Other Requirements

- 1.** Knowledge of library procedures and services
- 2.** Excellent oral and written communication skills, including public speaking
- 3.** Ability to recognize, respect, and work effectively with individuals and groups with diverse perspectives and backgrounds.
- 4.** Holds self-accountable; takes ownership for personal behaviour; demonstrates transparency in activities and relationships.
- 5.** Excellent organizational skills with the ability to work independently as well as in a team environment.
- 6.** Demonstrated knowledge of e-Readers and other electronic tools.
- 7.** Physical ability to handle book bins, boxes of books and loaded book trucks.
- 8.** Valid driver's license required.
- 9.** Demonstrated skill and knowledge of Microsoft Office suite specifically, Excel, Word and Outlook.
- 10.** Demonstrated skill in readers' advisory is a requirement.
- 11.** Demonstrated knowledge of mobile technology, ie, Apple or Android phones or tablets.
- 12.** Demonstrated knowledge of intranet.
- 13.** Aptitude of detailed work.
- 14.** Commitment to continuous learning.