



NCPL INTERNAL / EXTERNAL JOB POSTING

Position: Permanent Part-Time Library Assistant

Status: up to 40 hours per two week pay period (1 position)

Salary Range: Non-Union 3, \$31.123 hourly

Location: All NCPL Branches (onsite)

Posting Period: August 20, 2026 – September 2, 2026

Scope of Position:

Delivers programs and services of the Branch in accordance with the library system policies and procedures.

Educational and Skill Requirements:

- Formal Education: Post Secondary studies; Library Information and Technician diploma preferred.
- Experience: Working knowledge in the functions of libraries, library services, practices, and procedures. Familiar with general library and office equipment.
- Skills: Excellent verbal and written communication skills, with the ability to communicate effectively. Experience working in a team environment, able to organize and prioritize multiple responsibilities in a busy, public setting. Strong and highly proficient keyboarding skills. Proficiency in the use of various technologies including computer systems, software, and Microsoft Office 360 suite of products and mobile devices. Knowledge of MakerSpace equipment considered an asset. Excellent customer service skills are essential.

Position Description:

At the discretion of the Facilities and Operations Manager the Library Assistant will perform any or all the following duties in varying degrees:

Customer and Circulation Service

- Register new borrowers and renew memberships.
- Provide reference, general research, and readers advisory services, in-person, online, and over the phone, using library materials and resources.
- Explain circulation procedures, including interlibrary loan services, using the online catalogue, reserving library materials, using the self-checkout, etc.
- Explain library policies and procedures to patrons/public and enforces them when necessary.
- Register participants in library programs, events, and activities.
- Notify patrons of overdue materials and encourages their return and/or replacement.
- Collect payments for late fees, lost materials, printing, photocopying, program registrations, Municipal resources, etc.
- Process and record cash and electronic transactions according to accepted accounting practices and procedures.
- Assist with the procedures and processes for meeting room rentals and donations.
- Assist with the promotion and delivery of any library program. Including but not limited to: school tours, Storytimes, special events, performances, movie nights, book clubs, author readings, youth, children, adult, and seniors' programs and events, and informational programs.
- Create appropriate library displays adhering to NCPL Style Guide.
- Promote library services and events through customer engagement at service points throughout the library.
- Handles complaints and answers a variety of questions at the circulation desk including directional, community-based and/or Municipal information.
- Answers telephones and emails in a timely manner.
- Responsible for checking library materials in and out.

- Reserve library materials and collect patron holds and requests from the collection.
- Use the library information system software for circulation procedures.
- Process deliveries to and from library system branches.
- Perform interlibrary loan procedures.
- Support and coach student pages in priority of shelving tasks and other activities.
- Assists with the instruction and training of student pages.
- Assist with the instruction and training of volunteers.
- Support and coach volunteers in assigned tasks.

Technology Support

- Help and troubleshooting various technologies including mobile devices, scanners, photocopiers, etc,
- Assisting library patrons with MakerSpace technologies and equipment.
- Assist library patrons at the library's computer workstations: saving, downloading, editing documents including job resumes, converting different document/file types, working with external devices such as phones, signing up for email accounts, printing from the Internet, working with photos, and translating text to other languages.
- Provide support and instruction for users of the library's catalogue, website, and electronic resources, including databases, apps, eBooks, and eAudiobooks.
- Provide support and instruction to users of the library's computer workstations, printer, photocopier, wireless internet, etc.
- Assist library patrons using the library's studio technologies.
- Assist the public in using local history/genealogy software and hardware.

Collection Assistance

- Assist with processing of library collection materials.

Other

- Performs opening and closing procedures depending on hours scheduled, including arming and disarming the alarm system.
- Stay current with new policies, practices, and changes in library procedures that are made available.
- Requests and maintain stocks and supplies.
- Reports concerns and issues to the Manager.
- Performs related work as assigned by Managers, and/or CEO.
- Other related duties, as assigned.
- Works in a safe manner in accordance with the Occupational Health and Safety Act, associated regulations, other applicable legislation, Norfolk County Public Library policies, procedures, and guidelines.
- Understand the Occupational Health & Safety Act and the Accessibility for Ontarians with Disabilities Act (AODA).

Artificial Intelligence

Norfolk County Public Library does not use artificial intelligence tools to screen or assess applicants; every application is reviewed directly by our leadership team. Internal applicants will be considered in accordance with library policy.

The Norfolk County Public Library is an Equal Opportunity Employer in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 and the Ontario Human Rights Code. Should you require Code-protected accommodation, through any stage of the recruitment process, please make them known in advance.

Resumes must be submitted through email to **Richard Anderson, Facilities and Operations Manager by 4:30 p.m. August 27, 2026.**

richard.anderson@ncpl.ca

Thank you for your interest in this position. However, only those to be interviewed will be contacted.