TOWNSHIP OF SOUTHGATE

JOB DESCRIPTION

Date of Update: **March 2026**	**Library Assistant – Circulation and Programming**

SECTION A: POSITION DESCRIPTION

1)   Position Identification

The purpose of this section is to determine your current position within the organization.	
Job Title: Library Assistant – Circulation and Programming	Supervisor's Job Title: Librarian CEO
Standard hours of work per week: 20-24 hours per week & coverage as needed	Eligibility to Group Insurance: NO Eligibility to OMERS: Yes (non-fulltime)
Location of Position: Southgate Public Library	Department/Division: Library
Employment Status: Part Time	Pay Band: 14

2)   Scope of Position (A maximum of three sentences.)

The Library Assistant supports daily library operations by independently managing the circulation desk, shelving and processing materials, creating displays, and providing reader's advisory. The position also assists with patron requests, interlibrary loan tasks, and other duties as assigned. Additionally, the Library Assistant contributes to adult programming by helping plan, prepare, and deliver programs, including leading select sessions.

Key Responsibilities	Tasks
Public Service	- Issue new library cards, update accounts, and assist patrons with holds, renewals, fines, and general inquiries. - Support patrons in locating materials, using the online catalogue, and navigating library spaces and services. - Communicate clearly, professionally, and respectfully in both verbal and written interactions. - Tailor communication style to suit diverse audiences, including adults, seniors, teens, children, newcomers, and patrons with varying levels of comfort with technology or English. - Foster an inclusive, affirming, and welcoming environment for all patrons. - Demonstrate patience, empathy, and cultural awareness in every interaction. - Support a positive climate by modelling respectful communication and conflict de-escalation techniques. - Recognize and remove barriers to access whenever possible, offering assistance proactively and respectfully. - Maintain a tidy, safe, and accessible public space, including shelving returned items, shelf-reading, straightening collections, and ensuring displays and seating areas are orderly and inviting.
Library Operations	- Accurately performs circulation procedures for all library materials including check-in, check-out, renew, managing holds, process new materials, and interlibrary loan requests. - Ensure accurate record-keeping and adherence to privacy and confidentiality standards. - Assist patrons in identifying the most suitable resource for their needs, whether print, digital database, website, or other formats. - Provide basic instruction on how to use the library's catalogue, digital platforms, and online resources. - Answer reference questions and conduct basic research for patrons within the scope of the role. - Recognize when a request requires deeper expertise and refer patrons to the appropriate staff as needed. - Offer informed reader's advisory services, including personalized recommendations, read-alike suggestions, and curated reading lists. Engage patrons in conversations about their reading interests, preferences, and past favourites, using a non judgmental approach. - Maintain well-stocked and visually appealing browsing collections, ensuring high-interest materials are rotated regularly and displays remain organized and inviting.
Technical assistance	- Provide basic computer, printing, and device troubleshooting assistance, including eReaders, tablets, public computers, and library apps while respecting varying comfort levels with technology.

Programming	- Assist the CEO with planning, coordination, and delivery of adult programs, including but not limited to workshops, presentations, clubs, instructional sessions, and community engagement events. - Contribute ideas for program themes, formats, and scheduling. - Support logistical preparation such as room setup, equipment needs, registration management, and preparation of materials. - Help promote programs through displays, social media content, newsletters, and in branch communication. - Facilitate program sessions independently or as part of a team. - Provide excellent customer service and support during programs, ensuring a welcoming and inclusive environment. - Monitor program attendance, engage participants, and gather informal feedback. - Assist with post program cleanup and accurate completion of attendance and evaluation records. - Support programming efforts, including contributing to planning discussions, brainstorming new ideas, and identifying community needs and interests related to adult learning and recreation. - Assist with other programming (youth and children) as required. - Maintain program resources and supplies, ensuring materials are organized, prepared in advance, and restocked as needed.
Collection Maintenance	- Carry out shelving, shifting, and shelf reading tasks with attention to accuracy and detail, ensuring materials are consistently organized and accessible to patrons. Identify and report damaged or missing items. - Participate in routine collection checks, including pulling lists for holds, weeding, inventory projects and ensuring accuracy. - Monitor all public-facing collections and spaces for tidiness, accessibility, and safety, ensuring aisles are clear, shelves are neat, and the environment is welcoming. - Make recommendations for new items based on patron feedback and observations.
Other	- Performs other duties as required.

SECTION B: SKILLS

1)   Formal Education and External Training

Highest level required   Specific Specialty or Degree? (List)
High School

- ☐   Vocational School
- x   Community College   College or post secondary education an asset or
- ☐   University Degree   a combination of training and experience.
- X   Individual Courses

License or Professional Designation

Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?

Yes- reading & in-house staff training. Library related courses, customer service courses.

2)   Required On-The-Job Training

Specific Internal Training	Months to Complete
− Training provided to learn to operate the circulation desk with clear procedure binders and information provided.	1
− Basic reference and reader's advisory training provided	1
− Cash handling	3
− Computer Programs (Internal & Interlibrary Loan webinars as informed by manager	Ongoing

3)   Work Experience

Experience	Minimum Years Required
• Computer literacy in troubleshooting, both PC & Mac experience; • Excellent interpersonal, communication and public relations skills; • Customer service experience; • Strong analytical and problem solving skills; • Ability to work with minimal supervision; • Familiarity with Dewey Decimal System; • Completion of the Library and Information Technician Diploma or public library experience an asset. • Experience with programs or presenting in front of others	2 years of experience or equivalent education

4)   Other Key Skills

Computer skills
Good organizational skills
Good communication and interpersonal skills
Patience
Compassion
Creativity

5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.) Co-workers (other dept.) Supervisor (my dept.) Supervisor (other dept.) Depart. Head (my dept). Depart. Head (other dept.) Staff in other municipalities Administrator	Frequently Occasionally Frequently Occasionally Frequently Occasionally Occasionally Occasionally		
External Contacts	**Frequency**	**Purpose**	**Method**
Ratepayers Children/Students Seniors Supplier General Public (Not residence) Business representatives Consultants, Engineers, Planners, etc. Auditors Solicitors Funding Organizations Government Officials Boards Council (your own) Council (other municipalities) Media Ratepayers Groups Other: Specify Below School personnel	Occasionally Constantly Constantly Occasionally Frequently N/A N/A N/A N/A Occasionally Occasionally Occasionally N/A N/A N/A N/A Occasionally	Library Board - council representatives.	

Interpersonal skills:

Extending common courtesy; welcoming patrons, handling complaints, working cooperatively; responding to basic needs or requests; identifying needs; advising; Empathy and inclusivity, de-escalation techniques, adaptability

6)   Decision Making

Works with detailed, confidential, and sensitive information, and must exercise sound judgement, discretion, and professionalism when handling patron records, incidents, and day-to-day operational matters. Makes independent decisions regarding work methods, task prioritization, and routine procedures, ensuring that daily responsibilities are completed accurately and efficiently without constant supervision. Uses reasonable judgement and strong human-relations skills when addressing issues that arise during circulation, programming, or public service interactions. Interprets and applies library policies and procedures in real-time, adjusting responses based on context while ensuring fairness, consistency, and respect for patron rights. Identifies potential safety or operational concerns, takes appropriate immediate action where possible, and reports issues promptly according to established guidelines.

7)   Problem Solving Responsibilities

- Identifies patron needs and responds with appropriate resources, referrals, or assistance.
- Exercises sound judgement when navigating challenging interactions or enforcing library policies.
- Knows when to elevate concerns to senior staff.

8)   Equipment & Technology Utilized

- Uses computers confidently for circulation and administrative tasks.
- Proficient with Microsoft 365 (Outlook, Word, Excel, Teams, OneDrive).
- Provides basic troubleshooting for computers, printers, software, and simple network issues.
- Operates copier, printer, scanner, and fax machine; assists patrons with these tasks.
- Uses the library's ILS and supports patrons with digital resources and eReaders.
- Sets up and operates basic AV and program equipment (laptops, projectors, speakers).

Section C: Responsibility

1)   Program Delivery

Able to plan and deliver in conjunction with the other staff, adult programming and operates the circulation desk using defined procedures.

2)   Impact and Accountabilities

Responsible to the Librarian CEO

3) Supervision

Direct Subordinates – Job Titles	Number of Staff
N/A	
Indirect Subordinates – Job Titles	**Number of Staff**
N/A	
Provides training/instruction to others – Job Titles	**Number of Staff**
N/A	

4) Material and Information Resources

Maintains accurate records, data, and transactions within the Integrated Library System (ILS). Handles and protects private and confidential patron information in accordance with library policy, privacy legislation, and professional standards. Ensures the integrity of circulation, patron, and materials data through careful attention to detail. Reports discrepancies, errors, or concerns related to records or materials promptly.

5) Financial Resources

N/A

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting				X	
Standing				X	
Noise Exposure		X			
Adverse Temperature	X				

Pushing/Pulling		X			
Lifting/Carrying			X		
Dust		X			
Odors	X				
Other (Specify) Physical Aspects					

2)   Health & Safety Hazards

Encounters with irate, distressed or unstable patrons.
Working in library with moderate amounts of money
Otherwise, minimal hazards, library environment.

Health and Safety Responsibilities

Responsible for performing duties in a Health and Safety conscious manner.

3)   Travel

N/A

4)   Driving

N/A

5)   Mental Environment

Works in a public-facing environment with frequent interruptions from patrons, phones, and colleagues while maintaining focus on multiple ongoing tasks. Regularly assists individuals who may be unhappy, frustrated, or distressed, which can contribute to mental and emotional stress.

Section E : Effort

1)   Mental Effort

Must remain calm, patient, and professional when handling challenging interactions or unexpected situations. Balances shifting priorities and varying workloads in a dynamic service environment.
This role requires sustained empathy, patience, and active listening, which may lead to empathy fatigue over time; staff are expected to use healthy boundaries and follow procedures to manage challenging interactions effectively.

2) Physical Effort

Performs moderate physical tasks, including lifting, carrying, and shelving books, as well as moving boxes of materials and small equipment.
Engages in frequent sitting and standing, often alternating throughout the workday.
Uses a computer for extended periods, requiring keyboarding, mouse use, and general repetitive hand motions.

Section F: Additional Information

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

Job Position:_____   **Date Completed:** _____
         Signature

Supervisor:_____   **Date Completed:** _____
         Signature

CAO: _____   **Date Completed:** _____
         Signature