

Job Posting

Title: Page

Department: Customer Experience

Location: Kilbride Branch

Reports to: Manager, Neighbourhood Branches

Classification: Part-Time

Hours per Week: 8-16 hours

Salary Range: Minimum Wage

Posted: September 15, 2022 **Closes:** September 22, 2022

About the Library

Everyone at Burlington Public Library, no matter what your role, works together for the betterment of the people, the community, and the organization we serve.

We bring our best selves to work, delight in helping others, and have an abiding passion for service excellence. Each of us excels in the personal qualities and skills that are essential to our work and the BPL Team.

Qualifications:

Education: Completion of Grade 8

Position Description:

Overall Purpose: As a member of the Customer Experience team, reporting to the manager and working under the direction of the Branch Operations Lead, this position models BPL's values in all interactions, provides timely access to library materials through sorting, shelving, and maintaining library shelves and spaces.

Key Accountabilities:

- Sort and shelve library materials.
- Maintain library shelves by shelf reading and shifting items.
- Maintain library spaces by clearing, cleaning, and straightening.
- Search and scanning for material from assigned lists.
- Provide directional customer service and referral to other library staff.

- Perform materials handling tasks, including checking in material as directed.
- Additional duties including photocopying of materials, labeling, packing and unpacking boxes, cleaning and inspecting library materials and equipment.
- Perform additional position-related accountabilities assigned by management.

Key Business Relationships:

Internal:

- Staff at the Library; Branch Operations Leads, Customer Experience Managers, Pages, Customer & Programming Associates, Librarians, Programmers, Clerks.

External:

- Customers

Scope:

Budget: N/A

Direct and Indirect Reports: N/A

Key Competencies: Knowledge, Skills and Abilities

Behavioural:

- Model [BPL's values](#) during all interactions and communications.
- Communicate in a professional manner consistent and aligned with [BPL's Voice](#).
- Customer-first orientation and centricity.
- Collaborative and solution-focused approach to problem solving and teamwork.
- Participate in continuous learning and creativity.
- Understand and appreciate celebrate diversity and inclusion in BPL's collections and services.
- Demonstrates resiliency and adaptability in resolving issues and switching tasks.

Leadership:

- Demonstrates good judgment, accuracy, and has attention to detail.
- Understands accountability.

Technical:

- Knowledge of BPL's vision, mission, values, and strategic plan.
- Knowledge of policies, processes, procedures, and systems within BPL.
- Knowledge of library Customer Experience Philosophy and Customer Experience Standards.

Work Environment

- Most work is completed in public library spaces, while customers are present, with little exposure to noise, dirt, or external elements.
- Physical work such as moving, changing, and setting up for programs or community spaces; shelving, shifting, packing and unpacking boxes.
- There is minimal computer use and contact by email and MS Teams.

Working Hours

- BPL is open seven days a week and schedules include regular evenings and weekends.

Physical and Mental Effort

- Normal physical activity such as periodic standing, walking, sitting and the use of basic motor skills.
- Some continuous physical exertion required such as moving, changing, and setting up for programs or community spaces; shelving, shifting, packing and unpacking boxes.
- Ability to move materials and supplies (up to 50lbs.)
- Ability to stand for extended periods of time.
- Ability to bend and stretch to reach high and low shelves.

Mental Effort

- Maintain a positive, professional, and diplomatic demeanor at all times.
- Moderate focus while sorting, shelving, and maintaining collections.

Working with us

As an employer, we have high expectations of the people we hire, and we are genuinely invested in the well-being, development, and work success of all employees.

Burlington Public Library is an equal opportunity employer. We are committed to creating a respectful, inclusive, and diverse workplace where everyone feels valued and supported. If you require an accommodation for the recruitment/interview process, please let us know and we will work with you to meet your needs.

For more information about working at BPL, please visit www.bpl.on.ca/about/careers

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Our Mission
To inspire imagination, collaboration, and compassion to support an informed and literate society

Please submit your application by clicking [here](#).

If you have a disability that makes it difficult to apply using the online form, please call us at 905-639-3611 Ext. 1154.

All Burlington Public Library staff are required to provide proof of vaccination for COVID-19 or have an approved Ontario Human Rights exemption as a condition of hire in accordance with the Library's Vaccination Policy.

We thank all applicants in advance and advise that we will contact only those selected for an interview.

Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment.