

Position Title: Evening and Weekend Library Assistant

Position Type: Temporary, Casual, Full Time – 4-month contract

Start Date: Evening/weekend training possible during Dec. 10-19. No shifts or training from December 20-January 3. Training resumes/begins Jan. 3-5 (Wed-Fri) during daytime. Shifts begin January 8-11 (Mon-Thurs) from 4:15-9:15pm. Regular shifts on Sundays-Thursdays begin January 15-April 30 from 5:15pm-12:15am. May be subject to some changes.

Department: Reader Services, E.J. Pratt Library, Victoria University

Application Deadline: Sunday, November 26, 2023

Pay Rate: \$25.00/hour

Application Process :

Please submit your cover letter, resume and, if desired, names of 3 references in one .pdf file to: access.monitor@vicu.utoronto.ca . Please use the Subject : **Evening/Weekend Library Assistant – E.J. Pratt Library.** *Only candidates selected for interviews will be contacted.*

Position Description:

Under the general direction of the Head of Reader Services, and oversight by Daytime Library Technicians, the Evening and Weekend Library Assistant oversees and facilitates student-staff performance, basic library services and operations, and building safety during evenings and weekends (possibly, Sunday-Thursday until midnight). They will serve as the only non-student staff person on site. They are responsible for the safe and punctual opening or closing of the building on weekends and evenings. Closing the building requires a safe, timely and secure shut down of the building, operations, equipment and services. This role is often performed alone or with assistance from student-staff only. Deals with disruptive, non-compliant and disgruntled patrons, including the public and other non-student patrons.

The incumbent shares some administrative duties and coordination of workflow for up to 3 evening and weekend student-staff, including last-minute scheduling and filling shifts. This position requires excellent communication and coordination with the daytime Reader Services Technicians.

Oversees 2-3 student-employees at the circulation desk. Manages issues related to health, safety and security of library patrons, building operations and maintenance, and other essential operations and services. Communicates with Campus departments including Infrastructure & Sustainability, Housekeeping, Trades, Vic Security, and as needed the University of Toronto Campus Police and/or City of Toronto Police.

The individual balances, accounts and troubleshoots cash and online payments and systems of payment. Assists with basic printer, photocopier and scanning questions.

The individual in this position performs basic circulation duties to the public using our LSP system, Alma. They refer fines and non-basic issues to the daytime technicians. The person communicates and enforces library policies and procedures to library users.

Assists and backs-up basic duties of daytime technicians as needed.

Also, the Evening and Weekend Technician contributes to the development of procedures regarding circulation of library material, E.J. Pratt library services, and the public use of the library and its facilities.

QUALIFICATIONS

Education: Undergraduate degree.

Experience:

- Two years of customer service or related experience
- One year of supervisory experience.
- Exceptional interpersonal and communication skills with co-workers, library users and visitors, including members of the public and disgruntled or disruptive patrons, is required.
- Experience in overseeing and motivating staff is required.
- Must be self-motivated, reliable, and able to work independently as well as part of a team.
- Experience with basic office software is required.
- Must have a high comfort level with working with new technology.

- Exceptional interpersonal and communication skills and the ability to work well with all staff, students and the public, is required. Tactful and respectful communication.

- Excellent oral and written communication is required.

- Ability to multi-task and handle the pressures of a front-line service desk, with competing demands is required.

- Ability to maintain a calm, safe and secure environment for staff and patrons.

- The ability to actively oversee Student Assistants is essential.

- In order to work as the only staff member onsite most of the time, excluding Student Assistants, they must display strong leadership, initiative and decision-making skills.

- Experience related to opening and closing buildings safely is highly desirable. De-escalation training or experience is highly desirable.
- Experience in Circulation or Reference services within a public or academic library is preferred.
- Experience dealing with health and safety issues is preferred.
- Experience serving as the only supervising staff person is preferred.

- Familiarity with circulation practices and policies in an academic setting is preferred.

- Experience handling and balancing cash and online payments, and using POS systems, is also preferred.
- Experience with additional productivity software is desirable.

- This position requires the ability and willingness to accept direction and be a team-player.
- Incumbents must be flexible and willing to engage in a variety of activities and schedules.
- Must be comfortable communicating with Security, Campus Police and/or ER services as needed.