

Job Description

Prepared: April 2022

Reviewed: September 2026

Reviewed By: CEO/Chief Librarian

Position Title:	Library Assistant – Programming
Department:	Hanover Public Library
Reports To:	CEO /Chief Librarian or Branch Manager
Supervises:	None Indirectly: Library Pages Summer Program Assistants Volunteers
Position Status:	Part Time
Location:	Hanover Public Library, 451 10 th Ave. Hanover, ON N4N 2P1
Pay Method:	Hourly
Normal Work Week:	Generally 15-20 hours per week (varies; flexibility required)
Management Status:	Non-management
Remote Work Eligibility:	Occasional

Position Summary

The Library Assistant – Programming is responsible for providing the full scope of library services to the public, employing excellent customer service skills. The role is primarily responsible for preparing, promoting and delivering library programming and events for adults (including passive, virtual, live and in-person) and provides support for the public using computers and the Internet. The Library Assistant – Programming works in a team assisting the Chief Librarian with planning, organization, management and administration, in assigned areas of responsibility, and assists other team members with various other functions and activities as needed.

Duties and Responsibilities

Operations

- a) Responsible for planning, development, organization and implementation of adult and seniors programs and events, including passive, virtual, live and in-person.

- b) Provides courteous, welcoming and professional assistance to library users in person, by phone and through electronic channels, including general inquiries, circulation support, reference and reader advisory assistance, and refers unresolved requests or issues to managers as appropriate.
- c) Participates in all facets of circulation desk operations, including patron account administration and support, material circulation, program registration, payment processing, interlibrary loan transactions, and related administrative tasks.
- d) Upholds the Library's standards and educates users around policies, processes and expectations, as applicable.
- e) Responsible for security when opening and closing the library

Human Resources

- a) Provides direction to and oversees, Summer Program Assistants and Library Pages when senior staff are not present or while running programs and events.
- b) Assists Chief Librarian/CEO with selection and interviewing staff and volunteers.

Spending, Budgets & Internal Control

- a) Assists in writing applications for grant funding; seeks and secures sponsorship and donations.
- b) Provides input and recommendations to policy formulation, resource and budget allocation for programming
- c) Creates and ensures accuracy of current member's personal records. Ensures safe storage and confidentiality of member records and user records, including personal data and images of identifiable individuals.
- d) Maintains confidentiality of personal information relating to users and employees in accordance with the Municipal Freedom of Information and Protection of Privacy Act and other applicable legislation.
- e) Complies with policies and procedures of the Library Board and the Municipality.
- f) Maintains up-to-date records and documentation pertaining to areas of responsibility such as procedures, account passwords, agreements, coding, images & design work, ensuring secure electronic storage of files in server locations that are backed-up and accessible to applicable department staff

Health & Safety

- Conducts all functions and responsibilities in accordance with Occupational Health & Safety Act (OHSA) requirements as they apply to employees.

Implements and abides by all legislative provisions and municipal policies, procedures and guidelines to promote a safe and compliant work environment.

Other

- a) Performs all other duties and responsibilities as assigned.

Education, Skills and Experience

Education/Training/Certifications/Licenses:

- Post-secondary education such as a Library and Information Technician Diploma is an asset, or an equivalent 2-year diploma in a related field (e.g. Recreation and Leisure, Event Planning)

Experience:

- Minimum two (2) years' experience working in public library services with programming as part of your responsibilities
- Thorough knowledge of public library operation
- Experienced in the use of automated Integrated Library Management systems

Skills and Abilities:

- Is familiar with the Public Libraries Act and other legislation affecting library services
- Has thorough knowledge of popular fiction and non-fiction authors, reading trends, and ability to achieve creative and effective programming to meet the needs of the community
- Wide range of reading interests and ability to assess and guide people's reading development.
- Well-defined sense of diplomacy with strong communication (written, oral and interpersonal), public relations and exemplary customer service skills.
- Proficient organizational and time-management skills within ability to multitask in a dynamic environment.
- Ability to establish and maintain friendly and effective working relationships with customers, employees, volunteers, community groups and other agencies.
- Ability to interact with people of all ages, backgrounds, and abilities, and work collaboratively in a team.
- Proficiency with Windows, Microsoft Office Suite, Internet, social media platforms and email with comfort and ability to learn new programs.
- Can operate a wide range of electronic devices, online resources for libraries and has basic technological trouble shooting skills.
- Accuracy and attention to detail.
- Self-motivation and ability to exercise independent judgement.

Physical Demands and Working Conditions

- Standard Library environment, climate controlled, likely exposure to dust & human odours.
- This position requires sitting and working at repetitive tasks and keyboard work, and also requires a high level of attention to detail and accuracy.
- Physical demands include lifting, stooping, crouching and reaching to low and high shelves, pushing wheeled carts up to 100lbs, standing and walking frequently and climbing a short ladder.
- Regular interruptions from users and other staff to respond to queries and occasionally working extra hours due to special events taking place.
- Work environment includes regular public service interactions and occasional exposure to challenging or confrontational behaviour.

Contacts

Internal: All Library Staff and Volunteers
Library Board Members
Municipal Departments

External: General Public
External authors, performers and presenters
Local Organizations
Other Libraries
Local members

Public Relations: Media

Review

Department Head:		Date:
Human Resources:		Date:

Approval

CEO:		Date:
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