



## **EXTERNAL JOB POSTING**

### **INFORMATION AND PROGRAMMING SPECIALIST (Permanent, full-time position available)**

#### **ORGANIZATION:**

Aurora Public Library is a vibrant community space that sparks learning and creativity. We offer early literacy programs, literary and cultural experiences, a Creative Studio, online learning, extensive print and digital collections, and comfortable seating for meeting, collaborating and socializing. Our community-led approach reflects a social contract with our community to deliver collections and services in collaboration with the needs of our residents. For more information, visit our website at [www.aurorapl.ca](http://www.aurorapl.ca).

#### **POSITION SUMMARY:**

As a part of the Customer Opportunity team, Information and Programming Specialists provide exceptional customer service, build positive customer relationships and create excellent customer experiences. Information and Programming Specialists are responsible for information services, reference interviews, readers' advisory, program development and facilitation as well as community outreach. They are approachable and friendly professionals adept at problem solving and providing core library services.

This is a permanent, full-time position, reporting to the Manager, Customer Opportunity.

#### **HOURS OF WORK:**

63 hours per two week period, including evenings and weekends.

#### **QUALIFICATIONS:**

- Undergraduate degree as well as a post-secondary library specific education from an accredited institution
- Minimum of two years of relevant work experience
- Experience in program planning and delivery
- Ability to communicate with tact and to resolve conflict
- Knowledgeable in all aspects of library service including reference, readers' advisory, early literacy, program development/facilitation, technology instruction and resources
- Exceptional proactive customer service skills
- Creative and innovative approach to library services, programming and outreach
- Demonstrated ability and aptitude for incorporating new technology into programming
- Working knowledge of creative studio technologies such as Adobe Suite, 3D printing and other creative tools an asset

#### **DUTIES AND RESPONSIBILITIES:**

1. Demonstrates a thorough knowledge of the library's collections.
2. Develops strategies to stay well-informed as a readers' advisor, including the use of a variety of online and print readers' advisory resources to identify materials.
3. Researches, develops and implements library and outreach programs for a variety of age groups.
4. Understands barriers to using the library and tries to assist in ways that minimize those barriers.
5. Is pro-active in approaching customers to offer assistance.

6. Exhibits knowledge of library policies and procedures and applies good judgment when deviating from them.
7. Understands and adheres to:
  - provincial privacy legislation, library policies and procedures with respect to user records.
  - resource sharing policies and procedures, including copyright issues.
8. Provides informal instruction and assistance to develop information-seeking and technology skills of library users.
9. Creates booklists, read-alikes, book-talks, displays and other tools to assist users with finding materials of interest and increase access to library resources.
10. Adheres to the Aurora Public Library Health and Safety Policy and is responsible for observing and following all established occupational health and safety procedures.
11. Performs other duties as assigned.

**STARTING SALARY:** \$29.25 per hour (2022 rate)

*This is a bargaining unit position, CUPE Local 905.02 APL Unit.*

**APPLICATION:**

Please email your resume and cover letter to: [jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca), quote IPS PFT in the subject line.

Attention: Human Resources

Aurora Public Library

15145 Yonge Street

Aurora, ON L4G 1M1

The Library will require a current Vulnerable Sector Screening from the successful applicant as a condition of employment. All Aurora Public Library employees are required to disclose their vaccination status and be fully vaccinated as a condition of hire in accordance with the Library's COVID-19 Vaccination Policy.

**APPLICATION DUE DATE:** **Friday, July 12, 2024 4 p.m.**

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The Library thanks all applicants for their interest, however, only those selected for an interview will be contacted. The Aurora Public Library is pleased to accommodate individual needs in accordance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA). If contacted regarding this competition, please advise the interview coordinator or email [jobs@library.aurora.on.ca](mailto:jobs@library.aurora.on.ca) of accommodation measures you may require during the selection process. Information received relating to accommodation needs of applicants will be addressed confidentially.