INFORMATION ASSISTANT
TEMPORARY, PART TIME

EXTERNAL

The Brantford Public Library enhances the quality of life in our diverse community. We invest in valuable experiences, resources, and services, in a welcoming and equitable environment for all.

We serve a diverse range of community members, ranging from children, adults, seniors, newcomers, and vulnerable populations. We are seeking an enthusiastic and friendly individual to connect customers of all ages to the wide range of resources, programs and services offered by the Brantford Public Library. This position provides a variety of customer services at Brantford Public Library's integrated desks, ensuring a high-quality relationship with all customers, meeting their needs for efficient registration and orientation, loans, collections inquiries, basic information services, readers' advisory, basic use of digital services and devices, and referrals. The position also assists with the delivery of programs to designated groups within the Library and elsewhere. The successful candidate should be: community oriented; flexible; able to resolve conflicts and problem solve effectively; experienced in analyzing and responding to a wide range of customer needs; and, cooperative with supervisors and co-workers.

This position is currently vacant, for an estimated duration of approximately 9-15 months, subject to change.

Reports to: Manager – Branch Services

Salary Range: $29.841 – $33.134hour
Updated rate will apply according to the Collective Agreement.

Classification: Part Time, Temporary

Hours of Work: 24 hours per week, including evenings, and Saturdays. Sundays are scheduled as outlined in the Collective Agreement.

Qualifications

- Minimum of two years post-secondary education in relevant area
- Minimum of one year relevant experience
- Demonstrated ability in customer service
- Demonstrated ability to process detailed information
- Demonstrated ability with technology
- Proficient in ILS circulation modules
- Proficient in Microsoft Office suite
- Ability to travel to any library location, as assigned

Responsibilities

- Provides circulation, readers' advisory, collection, community resource and basic information services to customers
- Assists customers with use of digital services and devices
- Assists with the organization and delivery of dynamic and innovative library services, programming and outreach
- Recommends enhancements to current services and suggestions for new services, to meet the needs of customers
- Refers complex inquiries and issues
- Develops, organizes and maintains displays
- Recommends programming needs that arise from working with customers
- Identifies and resolves service problems, and reports those requiring further resolution
- Recommends collection items for the system
- Collaborates with other staff to ensure the effective and efficient delivery of designated services
- Maintains awareness of professional and community knowledge
- Assists with showing team members and volunteers how to perform duties, and supporting training processes
- Processes overdue items including follow-up and liaison with collection agencies
- Prepares statistics and reports as required
- Reconciles daily cash receipts
- Processes items for repair, shelving or discard
- Other duties consistent with job responsibilities

Testing may be a part of the interview process.

Successful completion of a Vulnerable Sector Police Check is required as a condition of employment.

Please apply with your cover letter and resume as one PDF by email to hr@brantfordlibrary.ca no later than November 5, 2026 at 5:00pm.

Brantford Public Library is committed to promoting the independence, dignity, integration, and equality of opportunity of persons with disabilities by ensuring the accessibility of our facilities and services. Accommodations are available for all parts of the recruitment and selection process. Applicants need to make their required accommodations known in advance.