

Job Posting

Community Hub Technician – Safer and Equitable Spaces

Competition #: UB-2022-01

Closing Date: January 24, 2022 at 4:00pm

INSPIRE, GROW AND CONNECT

Working with the Thunder Bay Public Library and the Community

PURPOSE:

Everyone has the right to access the resources and services they need to learn, express themselves creatively, and reach their full potential.

VISION:

The Public Library will be an inclusive, safe and welcoming community hub built around trust, understanding and collaboration to meet the community's needs.

MISSION:

We are facilitators for the needs of our community. We partner with our community and strive to meet everyone's needs for research, creativity, entertainment and support services.

VALUES:

We are... Inspired by our Community * Welcoming * Inclusive * Helpful * Sharers of Knowledge.

POSITION DESCRIPTION

POSITION TITLE	Community Hub Technician - Safer and Equitable Spaces
CLASSIFICATION	Library Technician
UNION AFFILIATION	3120
PRIMARY RELATIONSHIP	Community Hub Librarian (CHL)
PRIMARY LOCATION	TBPL
EFFECTIVE DATE	January 2022
SUPERSEDES	NEW

PURPOSE:

To ensure that TBPL is able to meet community needs by making productive contributions through assisting in creating safe(r) and equitable spaces within the library buildings and virtually

AUTONOMY:

1. Take an asset- and equity- based approach to customer care, recognizing that all patrons have different needs.
2. Greet all patrons as they enter the branch with a pleasant, enthusiastic and courteous attitude.
3. Provide any library information including handouts to patrons as they enter the branch and answer or source out responses to patron inquiries.
4. Provide patrons with all current COVID-19 practices. including administering the screening protocols of patrons.
5. Maintain and adhere to all control and security policies and procedures.
6. Provide an optimal level of customer service and maintain professionalism to resolve all patron issues.
7. Support management and unionized staff with the continual improvement of all spaces within the physical and virtual library in an effort to promote cultural safety for everyone seeking library services.
8. Under the direction of the CHL, promote programs and partnerships utilizing a community led-, participatory approach.
9. Perform opening and closing duties to ensure the Community Hub is optimized to provide service to community as required.
10. Adhere to the policies, procedures and standards, as identified by the TBPL Board to ensure compliance with City by-laws, and all relevant provincial and federal legislative requirements.

MASTERY:

The position requires:

1. Lived experience and understanding of racism, equity, and intersectionality.
2. Post-secondary courses in a social services program or related field would be considered an asset.
3. Fluency in a second language other than English is an asset.
4. Understanding of historical, political, and social contexts of the area is an asset.

5. Understanding of racial profiling, implicit bias, and social location is an asset.
6. Mental Health First Aid certification; ability and willingness to take on “Train-the-Trainer” roles and responsibilities to increase internal capacity.
7. Training in Situational/Crisis Response and IDEA is an asset.
8. Demonstrated experience with situations in reacting appropriately in emergency and high stress situations.
9. Ability to make appropriate judgments and decisions free from biases or racial profiling.
10. Proven interpersonal, communication and customer engagement.
11. Willingness to ensure that appropriate knowledge, experience and skills are up to date and relevant to the duties of the position through continuous learning and professional development opportunities.
12. A commitment to the Internal Responsibility System.
13. Must undergo a successful Criminal Records Check.
14. Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law.

Application Information:

Please submit your cover letter and resume by January 24, 2022 to kgunn@tbpl.ca

Other Information:

The Thunder Bay Public Library is committed to Employment Equity.

The personal information obtained under this job posting is collected under the authority of the Public Libraries Act, 1984 and will be used to access qualifications of applicants. Questions about this collection should be directed to the Chief Executive Officer at the address above.

The Thunder Bay Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process, if you require accommodation at any time throughout the recruitment process, please contact the CHM - HR at kgunn@tbpl.ca.