



## **Outreach Associate (Part-Time)**

Reporting to the Manager of Programming & Outreach, the Part-Time Outreach Associate provides circulation, information, reference, and reader's advisory services to customers using a variety of resources including print materials, electronic information, and integrated library software. This position also organizes and delivers outreach activities for patrons of all ages and facilitates programs and events on site and at bookmobile stops.

### **Position Responsibilities:**

- Provides circulation, information, reference, reader's advisory and technology assistance services to customers in person, on the telephone, and electronically. Identifies and utilizes appropriate resources to satisfy customer requests including reputable print materials, online/electronic information, and the integrated library system.
- Registers new borrowers, retrieves/notifies patrons about holds, and renews library materials for users. Maintains confidentiality of patron information, records, and requests.
- Handles minor cash, debit, and credit card transactions. Reconciles daily cash against receipts.
- Assists in collection maintenance processes including accepting patron requests, cleaning library materials, rotating collections between branches, and deselecting materials.
- May assist in collection maintenance processes including accepting patron requests, cleaning library materials, rotating collections, shelf-reading collections, and deselecting materials. Assists with the selection of materials for bookmobile stops and the onboarding and offboarding of collections.
- May drive the bookmobile to predetermined locations/routes and assist with fueling/charging the vehicle, clearing snow/debris, sanding/salting exits/entrances and performing basic cleaning responsibilities such as sweeping, mopping, and sanitizing high-touch surfaces.
- Assist patrons with onboarding and offboarding the vehicle as needed.
- Develops and conducts library programs, class visits, and outreach activities for patrons of all ages, as required.
- Prepares reports and statistics as required.
- Attends required meetings and training sessions.
- Performs other related duties as required

### **Position Requirements:**

- Successful completion of two (2) year college diploma program in library techniques, communications, education, or related field identified as equivalent.
- One (1) year related experience planning, organizing and delivering in-person programs and outreach activities in a library or mobile service setting.
- Proficient in relevant software applications (Officer 365, Evergreen ILS).
- Must pass all required courses offered by the library to drive the bookmobile and may require ongoing certifications and refresher training.
- Excellent communication skills with a demonstrated ability to interact effectively with other staff and members of the public.
- Ability to problem-solve in an effective manner; ability to use sound judgement when dealing with patrons.
- Strong organizational and time management skills.
- Ability to lift up to 50lbs (23 kg) or more to operate relevant equipment, retrieve material and perform tasks involving the lifting and movement of library materials and equipment.
- Ontario class "G" licence with a clean driver's abstract.

- Requirement for shift work, including evenings and weekends, both indoors and outdoors, in varying weather conditions.
- Working knowledge of the French Language is an asset

The rate of pay for this Part Time, CUPE position is \$26.31 - \$31.59 per hour.

Qualified applicants are encouraged to submit a current resume clearly marked “**Outreach Associate (Part-Time)**” via email to [hr@wellandlibrary.ca](mailto:hr@wellandlibrary.ca)

**Posting closes at 4:00pm on Friday, September 19, 2025.**

The Welland Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. The Welland Public Library is committed to accommodating persons with disabilities. Should you require any accommodations, we will work to meet your needs.

All applications will be held in strict confidence. We thank all applicants, however, only those selected for an interview will be contacted. No phone calls please. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only.

This position fills one (1) new vacancy.

The Welland Public Library does not use artificial intelligence (AI) at any stage of the recruitment process.

**Welland Public Library  
Outreach Associate (Part-Time)  
Job Description**

**TITLE:** Outreach Associate (Part-Time)

**DEPARTMENT:** Programming & Outreach

**REPORTS TO:** Manager of Programming & Outreach

**February 2025**

**POSITION OBJECTIVE**

Reporting to the Manager of Programming & Outreach, the Part-Time Outreach Associate provides circulation, information, reference, and reader's advisory services to customers using a variety of resources including print materials, electronic information, and integrated library software. This position also organizes and delivers outreach activities for patrons of all ages and facilitates programs and events on site and at bookmobile stops.

**DUTIES & RESPONSIBILITIES**

- 1) Provides circulation, information, reference, reader's advisory and technology assistance services to customers in person, on the telephone, and electronically. Identifies and utilizes appropriate resources to satisfy customer requests including reputable print materials, online/electronic information, and the integrated library system.
- 2) Registers new borrowers, retrieves/notifies patrons about holds, and renews library materials for users. Maintains confidentiality of patron information, records, and requests.
- 3) Handles minor cash, debit, and credit card transactions. Reconciles daily cash against receipts.
- 4) Assists in collection maintenance processes including accepting patron requests, cleaning library materials, rotating collections between branches, and deselecting materials.
- 5) May assist in collection maintenance processes including accepting patron requests, cleaning library materials, rotating collections, shelf-reading collections, and deselecting materials. Assists with the selection of materials for bookmobile stops and the onboarding and offboarding of collections.
- 6) May drive the bookmobile to predetermined locations/routes and assist with fueling/charging the vehicle, clearing snow/debris, sanding/salting exists/entrances and performing basic cleaning responsibilities such as sweeping, mopping, and sanitizing high-touch surfaces.
- 7) Assist patrons with onboarding and offboarding the vehicle as needed.

- 8) Develops and conducts library programs, class visits, and outreach activities for patrons of all ages, as required.
- 9) Prepares reports and statistics as required.
- 10) Attends required meetings and training sessions.
- 11) Performs other related duties as required.

## **SUPERVISION**

None.

## **MINIMUM QUALIFICATIONS**

- 1) Successful completion of two (2) year college diploma program in library techniques, communications, education, or related field identified as equivalent.
- 2) One (1) year related experience planning, organizing and delivering in-person programs and outreach activities in a library or mobile service setting.
- 3) Proficient in relevant software applications (Officer 365, Evergreen ILS).
- 4) Must pass all required courses offered by the library to drive the bookmobile and may require ongoing certifications and refresher training.
- 5) Excellent communication skills with a demonstrated ability to interact effectively with other staff and members of the public.
- 6) Ability to problem-solve in an effective manner; ability to use sound judgement when dealing with patrons.
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