

EMMA LAM: DEVELOPING HER MARKETING STRATEGY

JOB POSTING:

**Circulation Services Assistant
University of Toronto Mississauga Library**

Description: Assist patrons and performs various duties using library system and web resources. Charge out material to patrons, provide information, and collect overdue fines and payments for lost materials. Assist in maintenance of collection and photocopiers. Assist in patrolling and closing library.

Requirements: Excellent customer service and interpersonal skills. Strong commitment to promoting positive relations amongst users and staff. Ability to work in team environment. Familiarity with web and Windows operating environments. Knowledge of SIRSI library system. Attention to detail. Initiative, tact and diplomacy. Ability to work rotating shifts.

Skills and Experiences Required by Employer	Emma Lam's Experience
Excellent customer service and interpersonal Skills	<ul style="list-style-type: none"> - Provided info to students and visitors at Info Booth - Assisted visually impaired student with a variety of tasks - Answered questions of prospective students and parents
Ability to work in a team	<ul style="list-style-type: none"> - worked in a research team of 4 at Tourism Department
Accuracy and attention to detail	<ul style="list-style-type: none"> - maintained database of tour operators at Tourism Department
Knowledge of web, Windows and SIRSI	<ul style="list-style-type: none"> - own use of library as a student and as support worker to visually impaired student
Able to work rotating shifts	<ul style="list-style-type: none"> - worked extra shifts as co-worker was ill while employed at Info Booth