



Endless Possibilities

Position	Posted Date	Closing Date
Library Assistant, Information & Circulation Services Branches	Thursday April 3, 2017	Thursday April 13, 2017, 9pm

WPL is accepting applications for a part-time Library Assistant, Information & Circulation Services working at our Branches. Championing WPL’s Strategic Plan “Transforming Understanding”, this position plays a key role in providing transformative customer service.

All applicants should understand that the ability to work at any library location is a requirement of this position.

Major responsibilities include:

- Provide excellent proactive reference, reader’s advisory, and service for customers of all ages in an automated and busy environment
- Conduct skilled reference interviews to determine customer needs.
- Direct customers to print, electronic and other resources, as appropriate, either internally or externally through referrals, interlibrary loans or online
- Provide circulation services, including assisting with check out, registering new members, placing holds and accepting fine payments
- Encourage, instruct and assist customers in the use of all forms of library technology and troubleshoot technology issues
- Introduce customers to new and emerging information tools and technological resources
- Keep current on all WPL activities through active study of promotional materials and event schedules
- Promote library services and programs to all customers
- Explain and enforce library policies and procedures
- Other duties as assigned (i.e. paging lists, collection duties, shelving duties)

The successful applicant will possess these qualifications:

- 2 year community college diploma (Library Technician) plus 1 year previous related experience, or an equivalent combination of education & experience
- Commitment to library’s proactive on-the-floor service model
- Ability to adapt to flexible work schedules
- Excellent technology literacy skills; Demonstrated ability to use web-based tools, desktop and mobile computer applications and library technology
- Demonstrated transliteracy skills, including digital and media literacy
- Awareness of new and emerging trends in library services and programs

- Excellent teamwork, interpersonal, public relations and customer service skills, including conflict resolution
- Ability to accurately perform detailed work in an environment where interruptions are constant
- Ability to work in a very busy environment with constantly shifting priorities
- Good oral and written communication skills in English
- Stamina for continuous travel through the library, visiting all areas, manoeuvring between book stacks, furniture, tables & chairs
- Strength to push in chairs, pick up items, tidy, handle materials and move them between different areas

Rate of Pay: Grade D Level 1 \$24.43 per hour. Staff Manual will apply.

Start Date: May 2017

Schedule will average 12 hours per week; Sundays, daytime and evening shifts as scheduled. Be aware that schedules are subject to change as the library's needs change. Applicant must have some schedule flexibility to be able to work occasional on-call hours on short notice or accommodate shift changes when necessary.

Deadline: Please submit your cover letter and résumé by April 13, 2017 9:00pm to:

E-mail: jobs@wpl.ca (please include position title in the subject line)

We thank all applicants for their interest, however only those being considered for an interview will be contacted.