

Library Assistant, Borrower Services

Main Library, Part-Time Permanent, 12 hours/week

We're searching for an individual with the ability to make anyone feel welcome, who has a knack for finding the right information and who can connect with anyone from our littlest to our most experienced customers.

At WPL, our Library Assistants work hands-on in a bustling and diverse environment providing exceptional service in all areas.

You could be a part of this story too!

What you'll do:

Provide excellent customer service including reader's advisory and reference at several service points in the library.

Perform circulation duties including checking out items, holds, fines and new memberships.

Advocate technology in the library. Assist and educate customers on our current and emerging technology offerings.

Assist with special projects and initiatives.

What we're looking for:

Outstanding communication and interpersonal skills with a drive for customer excellence.

Adaptable with a willing, can-do attitude.

Excellent technology literacy skills with the ability to explain and instruct these concepts.

Post-secondary diploma/degree plus at least 1 year of related experience. Ability to adapt to a flexible work schedule.

Schedule will be: Monday 10-2, Wednesday 2-6, Friday (Alternating) 2-6, Saturday (Alternating) 10-2
Schedule has been altered due to COVID and is subject to change. Any schedule will consist of day, evening and weekend shifts.

The starting wage is \$26.14/hour (level D on our salary grid). The ability to work at any library location and the flexibility to pick up extra shifts where needed is a requirement of this position.

To apply, please submit your cover letter and resume by **April 27, 2021** to jobs@wpl.ca.

The Waterloo Public Library welcomes applications from diverse backgrounds including Indigenous persons, Black persons, persons of colour, persons with disabilities, LGBTQ+ persons and others that will contribute to the broadening of our ideas and experiences. For persons with disabilities, accommodations will be available upon request for any aspect of the recruitment process.