

Library Assistant, Information Services

Main Library, 12-Month Contract, Part Time 12 hours/week

We're searching for an individual who, not only loves the pursuit of information, but can engage others in their pursuit as well. Someone who's well-versed in culture and technology and whose eyes light up when discussing their latest read! Our Library Assistants work hands-on with our customers providing excellent service in all areas in our bustling, diverse and ever-changing environment.

You could be a part of this story too!

What you'll do:

Provide excellent and proactive reference, reader's advisory and circulation services for customers of all ages at various reference points at the Main Library.

Conduct skilled reference interviews to assist customers in finding the information they need.

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

Promote WPL and its services.

What we're looking for:

Outstanding customer service skills whether out on the floor or behind the desk.
Contributes to a positive and welcoming atmosphere.

Adaptable with a willing, can-do attitude.
Places high value on team work.

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.

The schedule will be Tuesdays 10-2, Thursdays 2-6, Fridays (Wk 2) 10-2, Saturdays (Wk 1) 2-6. The schedule has been impacted by library reopening phases and is subject to change therefore flexibility is required. 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 **March 8, 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.