

# Library Assistant, Info Services & Interlibrary Loans

Main Library, Part Time Permanent, 17.5 hours/week

We're searching for a customer focused individual to step into a role where they will assist behind the scenes with the interlibrary loans process and also provide front-line service at our Information Services desk. Someone who is process-driven and can work with fine details but also who is well-versed in culture and technology and whose eyes light up when discussing their latest read!

***You could be a part of this story too!***

## **What you'll do:**

Assist with all aspects of the interlibrary loans process including receiving and processing lending and borrowing requests.

Provide excellent and proactive reference, reader's advisory including conducting skilled reference interviews to assist customers at the Information Services desk.

Perform weekly periodical processing.

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

## **What we're looking for:**

Outstanding customer service skills and contributes to a positive and welcoming atmosphere.

High attention to detail. 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. Sierra experience and interlibrary loans knowledge and experience are assets.

The schedule will be Mondays 9:30 – 1:30, Tuesdays 2 - 9, alternating Fridays and Saturdays 9:30 – 5:30  
Schedules are subject to change.

The starting wage is \$26.64/hour (level D on our salary grid). This position is benefits eligible. The ability to work at any library location is a requirement of this position.

**To apply**, please submit your cover letter and resume by **February 3, 2022** to [jobs@wpl.ca](mailto: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.*