

# Library Assistant, Information & Technology Services

Main Library, Permanent Part Time, 17.5 hours/week

We're searching for an individual who is well-versed in a wide variety of technology with the ability to turn that expertise into hands-on, practical training for staff and customers.

Someone who is passionate about the pursuit of information and can engage others in their pursuit as well. Do your eyes light up when discussing your latest read?

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

## What you'll do:

Instruct customers during one-on-one tech services appointments at all WPL locations

Provide excellent and proactive reference, reader's advisory and customer service at the Info Services Desk.

Encourage, instruct and assist customers and staff with library technology. Provide training for new staff on a variety of library technology

Promote WPL, its services and offerings.  
Schedule/conduct adult dept library tours

## What we're looking for:

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

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.

Post-secondary diploma/degree plus at least 1 year of related experience in technical training and customer service.

The schedule will be Mondays 1 - 5, Wednesdays 9:30 – 1:30, Thursdays 3 – 9, alternating Fridays 1:30 – 5:30, alternating Saturdays 9:30 – 1:30. Schedules are subject to change.

The starting wage is \$26.64/hour (level D). This position is benefits eligible. 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 **July 8, 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.*