

Wood Buffalo Regional Library



REFERENCE SERVICES ASSISTANT
REPORTS TO: REFERENCE SERVICES MANAGER

POSITION TYPE AND HOURS

The Wood Buffalo Regional Library is seeking a Reference Services Assistant to join the Reference Services team. This is a permanent part time position working 10 - 20 hours per week, including days, evenings and weekends. This position is within the CUPE 2157-01 Bargaining Unit.

ROLE FOCUS

Provide in-house awareness of the library collection and services for patron use.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure compliance with all Library policies and procedures
- Shelve library materials and conduct shelf reading
- Dust and clean shelving and library areas as required
- Organize and display resources to ensure accessibility and promote awareness of the library and its resources
- Assist and instruct patrons on how to use technological equipment and reference sources; including but not limited to computers, iPads, information systems, online catalogs, and databases
- Answer routine inquiries, and refer patrons in need of professional assistance to the Librarian
- Raise awareness of relevant WBRL services, sources, and programs and events within the Library; including registering patrons for programs as required
- Engage with patrons to identify information needs; locating materials and matching needs with services
- Provide reference and reader's advisory guidance to all levels of patrons
- Assist in providing interlibrary loan services to patrons
- Take action to deal with disruptive or problem patrons
- Schedule and implement bookings and use of Meeting Rooms
- Suggest and prepare sources lists to promote collections and services
- Provide support to Circulation Services by understanding how lending services and technology operation

EXPERIENCE AND KNOWLEDGE

- 2 years' experience working in a Library environment
- Knowledge of FOIP and the ability to interpret FOIP

EDUCATION AND TRAINING

- High school diploma or equivalent

COMPETENCIES

CORE

Communication
Customer Service
Organizational Awareness
Integrity
Confidentiality

DEPARTMENT

Team Work
Organizational Skills
Patron Awareness & Reader Advisory
Interpersonal Skills
Attention to detail

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POSITION

Motivated
Adaptable

TECHNICAL

Equipment Troubleshooting
Leveraging Technology
Proficient with MS Office, Internet and Databases

PHYSICAL, SAFETY AND OTHER REQUIREMENTS

- Able to work flexible schedules, including evenings and weekends
- Standard First Aid Safety Certification
- Performs a wide range of physical motions, which may include routine and repetitive bending, reaching, pushing, moving and carrying library materials. Must have sufficient strength to repeatedly move or lift material weighing between 1 and 10 pounds and push material, such book carts and bins, weighing excess of 50 pounds
- Required to provide a Vulnerable Sector Criminal Record Check conducted by the RCMP
- Required to submit a current and clean drivers' abstract

SCHEDULE

Must be available to work days, evenings and weekends as per Library operational needs.

- Monday to Friday: Between 8:30 am to 9:15 pm
- Saturday and Sunday: Between 8:30 am to 5:15 pm

HOURLY RATE

\$27.83
In addition to the rate of pay, we offer 6% vacation pay on bi-weekly

CLOSING DATE

April 21, 2019

POSTING TYPE

Internal & External (Posted April 8, 2019)

If you would like to apply for this position please forward your résumé, cover letter and three (3) references to the below contact. No phone calls, please. Please use "Reference Services Assistant - 11" in the subject line.
Send application to workwithus@wbrl.ca

We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted.

In the event that there are no qualified applicants, the Wood Buffalo Regional Library may, at its discretion, waive all or part of the education or experience requirements.