

# Wood Buffalo Regional Library



## Assistant, Reference Services Reference Services Department Reports to: Reference Services Manager

**Position Type/  
Hours:** The Wood Buffalo Regional Library is seeking a Reference 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.

**Primary Role  
Focus:** Provide in-house awareness of the library collection and services for patron use.

**Duties and  
Responsibilities  
Overview:**

- Provide reader's advisory and reference related guidance to all levels of patrons
- Advise and inform patrons about library materials/programs which best match their preference and style
- Maintain library space including shelf reading and organization of materials

**Qualifications:** **Required skills and abilities:**

- High School Diploma or equivalent
- Customer Service experience
- Library experience is preferred
- Demonstrated strong communication and interpersonal skills, including the ability to:
  - Communicate in a highly effective manner with a full range of customers and staff
  - Instruct and assist customers with use of self-services, including supporting technologies
- Familiarity with Microsoft Office; the ability to use web based platforms including internet searching and use of databases; the ability to work in an automated environment required
- Organizes, analyzes, and prioritizes work skillfully and efficiently
- Ability to comprehend and use the Dewey Decimal System
- Ability to make independent decisions in carrying out established functions and special projects

### **Additional Requirements:**

- The successful candidate will be required to provide a Vulnerable Sector Check conducted by the RCMP.

### **Physical Requirements:**

- Performs a wide range of physical motions, which may include routine and repetitive bending, reaching and pushing, moving and carrying library materials. Must have sufficient strength to repeatedly lift books weighing between 1 and 10 pounds, including overhead lifting, to load transit boxes, book bins and push book carts weighing excess of 50 pounds.

**Schedule**

- Must be available to work days, evenings and weekends as per Library operational needs.
  - Monday to Friday: Between 8:30am to 9:15pm
  - Saturday and Sundays: Between 8:30am to 5:15pm

**Hourly Rate:** \$ 27.83 per hour starting rate

**In addition to the rate of pay, we offer 6% vacation pay bi-weekly.**

**Closing Date:** June 20, 2018

**Posting Type:** **Internal & External**  
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" in the subject line.

Send application to [workwithus@wbrl.ca](mailto:workwithus@wbrl.ca)

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