

LIBRARY SERVICES ADVISOR (Regular Part-Time)

Capilano Library (primary); Parkgate or Lynn Valley Libraries: Welcoming Initiatives Department
JOB POSTING #21-02 | Closing Date: March 5, 2021

North Vancouver District Public Library inspires learning, discovery, creativity and collaboration in our community. Serving almost 90,000 residents across three current locations in the District of North Vancouver, NVDPL has supported a love of reading and culture of learning and discovery for 55 years. Our library is the destination for our growing community to connect, share, and inspire.

NVDPL is currently recruiting a regular part-time Library Services Advisor. This position focuses on the delivery of basic reference, reader's advisory and borrowing services to a full range of library users. Reporting to the Branch Coordinator, this position will deliver both circulation and information services from service desks throughout the library. Service desk work at our Library requires a commitment to understanding and responding to community needs and a collaborative approach to service delivery.

The work includes:

- Advising patrons on the most suitable programs, services and resources to meet their needs
- Providing basic reference and reader's advisory services, using good judgement to hand-off advanced inquiries to a professional librarian to ensure the best possible service and response is provided
- Assisting the Circulation department with library lending, returns and processing tasks
- Basic troubleshooting of library equipment, such as printers, photocopiers, scanners
- Balancing patrons' needs confidently and professionally in a busy public space

Qualifications include:

- Completion of a recognized diploma program in a service-related field, plus related training or experience. Prior work experience in a library environment will be considered an asset
- Ability to deliver outstanding customer service
- Ability to take initiative, problem-solve and handle difficult interactions
- An understanding of and commitment to the principles of intellectual freedom and inclusiveness
- Proficiency with Microsoft Office, technologies and equipment used in a library environment

The most suitable candidates:

- Feel energized serving members of the public from all walks of life, with positivity and enthusiasm
- Make customer service a top priority while using good judgement to apply library policies
- Are comfortable with uncertainty and curious to learn more
- Are available for evening and weekend work

The hourly pay rate for this unionized position starts at \$27.43 (2021 rates), based on a 21-hour workweek, plus an optional benefits package.

North Vancouver District Public Library is an equal opportunity employer, committed to creating a diverse, inclusive, barrier-free work environment. If you have a passion for connecting community, sharing knowledge, and inspiring stories, and you are interested in joining our dynamic team, then we'd like to hear from you!

Qualified applicants are invited to apply via email only with your cover letter and resume to libraryhr@nvdpl.ca by March 5, 2021 to be considered for this competition.

We thank you for your interest in employment with the North Vancouver District Public Library and advise that only those short listed for an interview will be contacted.