

## DIGITAL SERVICES ASSISTANT (Auxiliary On-Call)

Lynn Valley Library: Innovation & Learning Department  
**JOB POSTING #21-03 | Closing Date: May 11, 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.

As part of the Digital Services Team and reporting to the Manager of Innovation and Learning, you will play a key role in developing, promoting, and supporting a range of digital tools and services that contribute to the operation, user support and maintenance of library system infrastructure. The incumbent will contribute to the work of teams at all of our locations and provide exceptional customer service to our community.

### The work includes:

- Coordinating room bookings and responding to audio/visual equipment requests.
- Assisting in set-up and take down of the audio/visual equipment for staff, and at programs and public library events.
- Supporting staff and patrons in using digital services and devices in cooperation with library teams.
- Completing equipment maintenance; performing materials check-in/checkout tasks; monitoring equipment for damage, battery replacement and/or charging.
- Cataloguing and labelling of library tech assets, maintaining inventories for the bookable items at the library.
- Performing software updates and doing troubleshooting tasks on mobile computing tools such as, iOS gear, and fixed tools like media equipment, photocopiers, etc.

### Qualifications:

- Completion of Grade 12 including or supplemented by courses relevant to the work.
- Demonstrated commitment and competence with accessing and navigating digital environments.
- Able to use a range of current and emerging digital technology, audio visual creation software, social media tools, devices, etc.
- Knowledge and experience with computer applications used in a public library environment.
- Knowledge of applicable library policies and procedures.
- Ability to prepare and maintain a variety of correspondence, reports and records.
- Good experience with preparing communications (writing and oral) that assist customers and staff in one-on-one and group settings
- Ability to work independently under minimal supervision and in a team environment to provide customer service.

The hourly pay rate for this unionized position starts at \$25.35 (2021 rates), plus 12% in lieu of benefits. This work requires flexible availability, including evenings and weekend shifts.

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](mailto:libraryhr@nvdpl.ca) by May 11, 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.*