

<b>DEPARTMENT:</b>	<b>Library Services</b>	<b>STATUS:</b>	<b>Full Time</b>
<b>NO. OF POSITIONS:</b>	<b>One</b>	<b>UNION:</b>	<b>CUPE, Local 387</b>
<b>HOURS OF WORK:</b>	<b>35 hours per week</b>	<b>SALARY:</b>	<b>\$29.49 - \$34.62 per hour + comprehensive benefits package (2024 rates)</b>

### About New Westminster Public Library

We recognize and respect that New Westminster is on the unceded and unsundered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City and as a Library, we are learning and building relationships with the people whose lands we are on.

The City of New Westminster is a socially, economically, and culturally diverse community of approximately 80,000 residents. As a core service, New Westminster Public Library aims to engage, strengthen, and connect the community by inspiring exploration, imagination, creativity, and lifelong learning. We emphasize the development and delivery of innovative programs and services that reflect our commitment to the principles of social justice, diversity, equity, and inclusion delivered through the lens of anti-racist and anti-oppressive practice. We are committed to reconciliation with First Nation and urban indigenous communities. We seek to constantly learn, evolve, and adapt our practice to the changing needs of our community, seeking always to identify and remove barriers to service.

Who we are looking for

Reporting to the Manager of Public Services, the Library Assistant 3 Public Services (Information) provides basic information and readers' advisory services at the Main Branch's 3 service points. This position plays a key role in supporting information services and undertakes programming and collections responsibilities as directed by a Librarian to further NWPL's strategic goals as outlined in the 2021-2025 Strategic Plan.

### DUTIES AND RESPONSIBILITIES

#### Public Services

- Leads the compilation and sharing of resources supporting marginalized groups
- Compiles public services statistics and prepares basic analyses
- Helps maintain public facing technology through updating documentation and procedures to keep them current
- Assists the public in using library equipment and technology, including but not limited to eBook devices, laptops, tablets, digitization stations, and in accessing library e-Resources
- Helps troubleshoot library technology
- Provides other customer assistance as needed

#### Programming

- Under the guidance of a librarian, schedules and delivers basic technology 1 to 1 sessions
- Provides basic instruction and assistance with library technology, and limited assistance with personal technology

#### Collections

- Weeding and collection maintenance as assigned and directed by a Librarian

#### Supervision and Clerical Support

- Assists with staff orientation and training as requested
- Supports orientation and training through the creation of documentation and checklists
- Supports scheduling functions in the library
- Works with the Public Services and Library Technology teams to ensure digital and analog resources supporting public services are up-to-date
- Assists with department-wide communication and documentation, and other routine administrative tasks
- Other duties as assigned

#### Required Skills and Experience

- Completion of Grade 12
- Completion of a Library Technician diploma program or related post-secondary coursework highly desirable
- Minimum three years' experience in a public library setting and/or technology user assistance/customer service doing similar work
- Excellent communication skills, including the ability to work effectively, patiently, and courteously with a wide range of customers, colleagues, and supervisors
- Demonstrated supervisory or work leadership experience, preferably in a unionized environment; supplemented with course work highly desirable
- A genuine interest, comfort, and passion for learning, exploring, and keeping current with trends
- Self-motivated and able to work independently as well as part of a team
- Demonstrated ability and confidence using a wide range of computer hardware and software

**Desired Qualifications**

- Candidates speaking languages other than English, or who possess lived experience in populations traditionally underserved by libraries, or personal understanding of barriers to library service are strongly encouraged to apply.

**Hours of Work**

This position's current schedule is Tuesday to Saturday. Successful applicants are eligible to join the Compressed Day Off program, which offers a regularly scheduled day off every 3 weeks in exchange for working 30 additional minutes daily. Hours of work are reviewed annually and subject to change based on operational need.

Saturday 9-5  
Sunday OFF  
Monday OFF  
Tuesday 9-5  
Wednesday 12-8  
Thursday 9-5  
Friday 10-6

**Interview Process**

- Applicants selected for an interview will receive a selection of interview questions in advance.
- A small panel will conduct in-person interviews at the Library. We anticipate interviews occurring later in February 2025.
- Applicants seeking accommodations to this interview process should contact Shelley Wilson-Roberts at [swilson-roberts@nwpl.ca](mailto:swilson-roberts@nwpl.ca) in confidence.

**Please include the names of 3 professional references in your application.**

**Applications missing the required documents and required format will not be reviewed.**

Apply online with your resume and cover letter in one document at [www.newwestcity.ca/employment](http://www.newwestcity.ca/employment) by February 7, 2024.

*To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.*

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*We thank all applicants for their interest and advise that only those selected for an interview will be contacted. This position is only open to those legally entitled to work in Canada.*