

On-Call Public Services Assistant

Nelson Public Library - City of Nelson Competition #25CU20



POSITION SUMMARY:

Reporting to the Chief Librarian, Public Services Assistants are responsible for fostering a welcoming and inclusive library environment while providing front-line customer service at the Nelson Public Library. This role ensures library services align with the Library's core values: Universal & Equitable Access, Excellent Service, Equity, Diversity & Inclusion, Sustainability, and Meaningful Relationships. The primary responsibilities of this position include delivering a range of public services such as borrower services, reference assistance, readers' advisory, and user support for library technologies and digital resources.

On-Call Availability:

This is an on-call position. The successful applicant will have regular availability for on-call shifts, which may include evenings and weekends, based on operational needs. The on-call list is reviewed annually and updated as required.

Preferred Qualifications:

- Library Technician qualification or equivalent;
- Two years of post-secondary education and equivalent experience;
- Significant library or other relevant work experience, including technology and customer service;
- Excellent communication skills with all members of the public, including those with complex needs (e.g., vulnerable populations), demonstrating assurance, understanding, courtesy, and tact;
- Strong computer skills, including proficiency with mobile devices, integrated library systems, and software such as word processing and spreadsheets;
- Knowledge of library resources for reference services and the ability to provide competent reference assistance to the public;
- Ability to thrive in a fast-paced environment, often managing multiple tasks simultaneously;
- Capacity to develop creative solutions for challenges arising from shifting work-related priorities;
- Ability to maintain a professional and composed demeanor under pressure;
- Familiarity with the Dewey Decimal System of Classification;
- Passion for reading, lifelong learning, and sharing that enthusiasm with others.

Rate of Pay: \$34.05 per hour, plus 12 % in lieu per the Collective Agreement

Hours/Days of Work: On Call (Mon-Sat)

Start Date: As soon as possible

Application Deadline: March 31, 2025

For a full job description, including required qualifications and experience, please visit nelson.ca/jobs.

We look forward to hearing from you!

Interested applicants should reference #25CU20 when submitting their resume and cover letter to hr@nelson.ca no later than March 31, 2025 at 4:00 PM