
Library Assistant 1

DEPARTMENT:	Library Services	STATUS:	Auxiliary
NO. OF POSITIONS:	5	UNION:	CUPE, Local 387
HOURS OF WORK:	varies	SALARY:	\$28.04 - \$32.88 per hour + 12% in lieu of benefits and vacation

As a core civic service, the 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 our First Nations and urban indigenous community, constantly learning, evolving and adapting our practice to the changing needs of our community, seeking always to identify and remove barriers to service.

As a central hub in the Metro Vancouver area, the City of New Westminster delivers a broad spectrum of urban services to over 92,000 residents. New Westminster is rich in history with a viable and thriving economy and has a population representative of the diversity of the region. The City is staffed by talented and dedicated employees who work together to achieve its strategic vision. We have earned a proud reputation for civic leadership, service delivery, and outstanding employee relations.

Who We Are Looking For:

The New Westminster Public Library is looking for enthusiastic, engaging individuals who enjoy working with the public in a fast-paced and sometimes challenging environment.

Our Library is situated on the unceded and unsundered land of the Halkomelem speaking peoples, and as a Library we are committed to learning and building relationships with the people whose lands we are on.

Our Library Assistants are friendly helpful people who want to make a difference in the community. You will connect people to what they need at the library by answering routine questions using the Library's resources and the internet, and provide routine information about the Library to the public. You will collaborate with colleagues to provide assistance at multiple service points, and refer more challenging questions to a Librarian or more senior Library Assistant colleagues. Your friendly and welcoming attitude help make the library a safe, welcoming space for everyone. You can deal with difficult people and support your peers when they need it.

We would love to hear from you if you have strong customer service skills, and see yourself contributing and thriving in a workplace environment where we seek to provide equitable, low-barrier library service on a daily basis. We hope you bring a sense of curiosity and willingness to explore new technologies. You can expect to guide people who come to the Library with a variety of questions and help them connect with the information and resources that they trust the Library to provide. You're patient with seniors, children, and teens, and with newcomers, and you have a deep love of making connections with the community so they feel at home at the Library.

Duties will include all activities related to the circulation of library materials, including assisting customers with account questions, checking in and re-shelving library materials, processing library memberships, helping patrons to use the online catalogue and resources, answering basic information and readers' advisory questions, and assisting patrons with the basic use of public computers and technology devices.

Even if you think you don't have all the requirements, we want to hear from you. We can train you on many aspects of Library work. The most important skill you can bring to the Library is a passion for working with the public!

Required Qualifications:

- Strong customer service skills and demonstrated ability and patience to deal calmly, courteously, and effectively with people of all ages and backgrounds;
- Solid communication skills, including the ability to work effectively and courteously with a wide range of library users, as well as colleagues that come from different backgrounds and belief systems;
- Problem solving and troubleshooting skills;
- Patience in supporting library users with technology, collection, and information questions;
- Minimum of one year experience in general customer service, restaurant/café, or technology customer service;
- A genuine interest, comfort, and passion for learning, and for assisting the public in using consumer and emerging technologies;
- Flexibility and a willingness to learn new skills;
- Ability to work cooperatively at a busy service desk and to attend accurately to details under pressure;
- Flexibility! Sometimes you'll need to help out in different departments at short notice due to unplanned staff absences, and sometimes we may need you to work at Queensborough instead of the Main branch;
- Demonstrated ability and confidence using a wide range of computer hardware including PCs, tablets and laptops, and software, including MS Office Suite products, and a genuine willingness to learn when faced with unfamiliar technology;
- Ability to successfully pass and maintain a Criminal Records check with Vulnerable Sector;
- You have a minimum of grade 12 education, and post-secondary coursework is desirable.

Desirable 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

Recruitment process:

- Applicants selected for an interview will receive interview questions in advance.
- Please state your availability in your cover letter by indicating your availability for evening, weekend, and daytime shifts as the Library operates 7 days a week.
- In-person interviews will be conducted by a small panel at the Library, and we anticipate interviews to occur in September 2026
- Applicants seeking accommodations to this interview process should contact Shelley Wilson-Roberts at swilson-roberts@nwpl.ca in confidence.

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

**** Auxiliary staff are expected to work a combination of daytime, evening, and weekend shifts. Some shifts will be scheduled in advance due to known vacancies (vacations, projects) while others are due to emergent needs (staff illness), so flexibility is essential. Applicants who can't demonstrate flexibility with their schedule availability will not be considered.***

Please apply with your **cover letter and resume in one document** at www.newwestcity.ca/employment by **August 6th, 2026**.

We offer our employees great work-life balance, including competitive salaries, comprehensive health and wellness benefits and retirement plans (a percentage in lieu of benefits for auxiliary positions). We also offer a hybrid remote work schedule in accordance with our Remote Work Policy, opportunities for education and training, and engaging, rewarding work.

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. New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. 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.