



Nelson Public Library Public Services Assistant – On Call Competition #22CU22L

The Nelson Public Library is currently accepting applications for a Public Services Assistant – On Call position. Reporting to the Chief Librarian, the Public Services Assistant is responsible for providing services to the public at the Public Service Desk.

Wage: \$31.17/hr (July 1, 2021 rate)

Essential Qualifications:

Education/Experience

- Library Technician diploma or equivalent
- Two years post-secondary education or equivalent experience
- Significant library or other relevant work experience; including technology and customer services.

Skills/Abilities

- Excellent communication and customer services skills with all members of the public including those with complex needs (eg. mental illness or experiencing homelessness) with assurance, understanding, courtesy and tact.
- Knowledge of Library resources for reference services and ability to provide reference services to the public.
- Strong technology skills including use of mobile devices, integrated library systems, and software required to complete assigned tasks such as word processing and spreadsheet management.
- Ability to perform work in a fast-paced environment in which simultaneous performing of multiple tasks is often required
- Ability to maintain a competent professional demeanor under pressure
- Eager to contribute to the collegial atmosphere of the library, and to work well in a team environment that adheres to and emphasizes the principles of a respectful workplace.

In keeping with the Criminal Records Review Act, this position will require a Criminal Records check including a Vulnerable Sector search as a condition of employment prior to starting work with the City of Nelson.

Interested applicants should submit their covering letter and resume by May 13, 2022 to:

Human Resources
City of Nelson
101-310 Ward Street Nelson, BC V1L 5S4
Email: hr@nelson.ca

We thank all applicants for their interest, however only those under consideration will be contacted. The City of Nelson is committed to employment equity. We encourage all qualified applicants to apply.

NELSON MUNICIPAL LIBRARY: On Call Public Services Assistant

Job Description

Job Summary

The On-Call Public Services Assistant works shifts left vacant due to vacation or leave of Library staff who work at the Public Service Desk. They are called in to work at the discretion of the Chief Librarian. The pay grade for this job is Library Assistant I.

Reporting to the Chief Librarian, Public Services Assistants are responsible for promoting a welcoming and inviting library environment, providing front-line customer service to visitors of the Nelson Public Library and are responsible for delivering a library service that meets the strategic direction of the Library. The primary responsibility of the position is providing a variety of public services including borrower services, reference assistance, readers' advisory and user-support of library technologies and digital resources.

PRIMARY DUTIES AND RESPONSIBILITIES

On-Call Public Service assistants are responsible for answering circulation, directional and reference questions at the Service Desk through a variety of communication methods and providing technological assistance. They perform their job duties through the lens of Diversity, Equity and Inclusion and acts as an ambassador of the Library at all times.

The following is a general description of the principal functions of this job and is not a detailed description of all job duties. Not all functions are performed by each On Call Circulation Services Assistant. Rather, each On Call Public Services Assistant has responsibility for particular tasks as assigned by the Chief Librarian or the Circulation Services Coordinator. A condition of employment is that On Call Circulation Services Assistants are available to work on little notice.

- All tasks listed on job description for Shelver
- All tasks listed on the job description for Public Services Assistant
- Other duties as assigned by the Chief Librarian

JOB QUALIFICATIONS

Education/Experience

- Library Technician qualification or equivalent preferred
- Two years post –secondary education and equivalent experience.
- Significant library or other relevant work experience; including technology and customer services.

Skills/Abilities

- Employs excellent communication skills to all members of the public including those with complex needs (eg. mental illness or experiencing homelessness) with assurance, understanding, courtesy and tact.

Nelson Municipal Library

Job Descriptions

23-Jul-21

- Strong computer technology skills including use of mobile devices, integrated library systems, and software required to complete assigned tasks such as word processing and spreadsheet management.
- Knowledge of Library resources for reference services and ability to provide competent reference services to the public
- Ability to work in a fast-paced environment in which simultaneous performing of multiple tasks is often required.
- Ability to develop creative solutions for challenges that arise due to shifting work-related exigencies
- Ability to maintain a competent professional demeanor under pressure
- Knowledge of Dewey Decimal System of Classification
- General knowledge of literature published in the English language