



Posting ID	14-2023
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Closing Date Internal	October 8, 2023
Closing Date External	October 8, 2023
Number of Openings	1

Information Services Associate (Temporary, 12-month term, Full Time)

Wood Buffalo Regional Library (WBRL) is seeking an Information Services Associate to join our team!

Summary of Key Responsibilities and Duties:

- Actively engage with WBRL patrons, maintaining excellence in customer service.
- Endorse the mission, vision, and values of WBRL, including a commitment to universal access to information, intellectual freedom, and inclusion.
- Perform service desk and roving tasks, including information, circulation, and administrative duties.
- Respond to patron inquiries regarding library services.
- Develop training materials (in a variety of formats) and provide instruction on information services and resources, including but not limited to reference and reader's advisory, information literacy, WBRL collections, online resources, and databases.
- Assist with collection development, maintenance, and promotion.
- Assist with outreach, programs, activities, events, and leadership responsibilities as required.

The Information Services Associate reports to the Information and Technical Services Manager and works collaboratively with colleagues from various Departments meeting Wood Buffalo Regional Library's service goals.

This position may require travel throughout Fort McMurray and the Regional Municipality of Wood Buffalo.

Education and Experience Qualifications

Required:

- A Library Technology/Information Management diploma or a directly related diploma with significant course content focused on community work, or an undergraduate degree from a recognized institution.
- At least two (2) years recent experience working in a library.
- At least one (1) year recent experience working in a customer service role.

Considered an asset:

- Standard First Aid Certification.

Knowledge and Abilities

The successful candidate must demonstrate:

- Commitment to customer service excellence.
- Comfort in assisting library users from a variety of backgrounds and with diverse needs.
- Ability to deescalate situations with the public and maintain a professional demeanor in difficult circumstances.
- Advanced knowledge of information-seeking behavior in public libraries.

Information Services Associate

- Advanced knowledge of and ability to use reference and readers' advisory resources and practices to provide recommendations to patrons.
- Knowledge of the Dewey Decimal System and public library organization.
- Proficiency in library technologies including but not limited to an Integrated Library System (ILS).
- Understanding of and ability to execute circulation and reference duties.
- Knowledge of and ability to use and assist others in the use of technology including but not limited to computers and mobile devices, databases, software (e.g., Microsoft Office and Google Docs), operating systems, online applications, electronic resources, digital library services, equipment, and social media.
- Excellent communication and interpersonal skills, including presentation skills.
- Ability to develop training materials in a variety of formats and deliver training to others at an appropriate level.
- Ability to plan and prioritize tasks and manage projects, including financial management.
- Ability to manage multiple responsibilities at once and shift quickly from one task to another in a busy environment.
- Ability to identify and solve routine and atypical problems and facilitate appropriate resolutions.
- Ability to work productively and positively on a team.
- Open to change with a desire to learn, ongoing commitment to acquiring new knowledge and skills.
- Ability to use statistics and advanced knowledge of community needs to guide decisions.
- Strong work ethic and level of personal accountability and confidentiality. Ability to be reliable.

Physical Requirements

- Ability to perform a range of physical motions, including routine and repetitive standing, bending, pushing, moving, and carrying library materials.
- Carrying and lifting up to 35 pounds.

Other Requirements

- Current, acceptable Vulnerable Sector Check conducted by the RCMP.
- Class 5 Driver's License and current, clean Driver's Abstract.
- Ability to drive WBRL vehicles, including Mobile Library.
- Ability to drive and work in all weather conditions.
- Comfort flying in a small aircraft to remote communities.
- Available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs.

About Us

WBRL serves a diverse and vibrant community throughout Fort McMurray and the Regional Municipality of Wood Buffalo. At WBRL, we focus on building connections through information, technology resources, opportunities for creativity and learning, and inclusive programs and services.

Surrounded by boreal forest, Wood Buffalo is home to top-tier recreation facilities, beautiful trails and parks, and an engaged arts and culture community.

To view the full job description, please email workwithus@wbrl.ca.

Schedule	35 hours a week. Available to work flexible schedule, including days, evenings, and weekends, to meet WBRL operational needs. Typical weekly schedule will include one weekend day and one weekday evening.
Hourly Rate	\$31.13 per hour. In addition to the rate of pay, we offer other attractive incentives including an extensive benefits plan and a cost-of-living allowance (\$480 biweekly).
Union	CUPE 2157-01
Reports to	Information and Technical Services Manager, Information Services Department

If you would like to apply for this position, please send your resume and cover letter to workwithus@wbri.ca. Please include Information Services Associate in the subject line. We appreciate the interest of all applicants. Only those individuals selected for interviews will be contacted.

In the event there are no qualified applicants, WBRL may, at its discretion, waive all or part of the education or experience requirements.