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<i>Posting Type</i>	Internal & External
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<i>Number of Openings</i>	1

Library Services Supervisor (Permanent, Full Time)

Wood Buffalo Regional Library (WBRL) is seeking a Library Services Supervisor to join our team!

The Library Services Supervisor plays a key role in supporting excellent public service delivery across the Library Services department. Reporting to the Library Services Manager, this position provides day-to-day leadership and supervision to Library Services staff, helping ensure consistent, welcoming, and high-quality customer experiences at service desks and throughout the library.

We're seeking a collaborative and service-focused leader who thrives in a fast-paced public environment and enjoys supporting staff development, operational excellence, and continuous service improvement. In this role, you will lead by example, coach and mentor employees, coordinate public service coverage, and help foster a positive and accountable team culture grounded in WBRL's mission, vision, and values.

The successful candidate will bring strong organizational, communication, and problem-solving skills, along with a commitment to customer service excellence and community engagement. You will contribute to projects and initiatives that improve services, support staff training, and enhance the overall library experience for the public.

If you're an adaptable and motivated leader who excels at bringing out the best in others and believes in the power of libraries to enrich communities, we would love to meet you.

Key Responsibilities and Duties:

- Maintain and promote excellent customer service standards across all public service areas.
- Build team commitment to high standards of customer service, exceeding patron expectations and leading by example.
- Supervise Library Services Assistants, including recruitment, onboarding, training, scheduling, coaching, performance management, discipline, and performance reviews.
- Support staff development and contribute to the creation and implementation of training materials and procedures for public service operations.
- Assign and monitor daily service desk and roving duties to ensure operational consistency and completion of tasks.
- Schedule Library Service Assistants for service desk and roving coverage in coordination with the Library Services Manager.
- Provide occasional service desk and roving support to meet operational needs.
- Address public and employee concerns or complaints in collaboration with the Library Services Manager.
- Develop, maintain, and evaluate procedures for service desk tasks, working with Department Managers to implement updates at the service desk.
- Lead or participate in departmental and cross-departmental projects and initiatives, including planning, implementation, scheduling, evaluation, and reporting.

- Assist in the development, implementation, and evaluation of service improvements and operational initiatives aligned with WBRL goals.
- Conduct research and prepare reports, proposals, and project updates as required.
- Organize and coordinate exam proctoring services in collaboration with Library Services staff.
- Support cash reconciliation processes in collaboration with the Administrative Associate.
- Monitor and order service desk supplies.
- Liaise with the Communications Coordinator to promote Service Desk services.
- Support programs, events, outreach activities, and other departmental needs as required.
- Supervise urgent issues within the Library Services department in the absence of the Library Services Manager.
- Interact with the public in a courteous, professional, and efficient manner to promote a high standard of public service.

Education and Experience Qualifications

Required:

- An Information Management/Library Technology diploma or a directly related diploma with significant course content focused on community work, or an undergraduate degree from a recognized institution.
- 3 years recent experience working in a library.
- 2 years recent experience working in a customer service role.
- 1 year recent supervisory experience or progressive experience in a leadership role.
- Experience leading collaborative team projects.

Considered an asset:

- Standard First Aid Certification.

Knowledge and Abilities

The successful candidate must demonstrate:

- Demonstrated leadership ability, including staff supervision, coaching, performance management, and team development.
- Strong understanding of customer service excellence and the ability to foster a welcoming and inclusive library environment.
- Knowledge of public library organization, services, programs, and resources.
- Proficiency with library technologies, including Integrated Library Systems (ILS), databases, electronic resources, public access technology, and digital library services.
- Strong technology skills, including the ability to troubleshoot and instruct others in the use of computers, mobile devices, software applications, and online resources.
- Ability to evaluate workflows, identify service improvements, and contribute to operational planning and decision-making.
- Strong organizational, project management, and time-management skills, with the ability to manage multiple priorities in a busy environment.
- Ability to de-escalate situations professionally and maintain composure in challenging circumstances.

Physical Requirements

- Ability to perform a range of physical motions, including routine and repetitive 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.

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

Schedule	35 hours a week. Sunday 9am – 5pm, Monday to Thursday 12pm – 8pm. Occasional day shifts as needed to meet WBRL operational needs.
Hourly Rate	\$42.53 <i>Annual wage includes cost of living allowance of \$12,480 per year.</i> In addition to the rate of pay, we offer other attractive incentives including an extensive benefits plan and pension plan.
Reports to	Library Services Manager, Library Services Department.

If you would like to apply for this position, please send your resume and cover letter to workwithus@wbri.ca. Please include 'Library Services Supervisor' 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.