



# Drayton Valley Libraries

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## Job Posting - Library Service Specialist

Drayton Valley Library is seeking a **Service Specialist** to join our team.

This is a permanent, part-time waged position at **24-30 hours per week**, some evening and Saturday shifts are required. Wage range is **\$21.10 to \$23.70 per hour** and includes employee benefits.

### **About Our Libraries & Community:**

Drayton Valley Library serves a population of over **14,000 residents** in the Town of Drayton Valley and Brazeau County. We are committed to providing quality library services that are both innovative and responsive to individual and community needs.

Learn more about the Drayton Valley Municipal Library at [www.draytonvalleylibrary.ca](http://www.draytonvalleylibrary.ca).

### **Position Summary:**

Service Specialists are the face of the library and of the community. They are often the first point of contact that library patrons have when they come in to use the space or seek service. Service Specialists must be approachable, flexible and knowledgeable on a broad range of subjects and must be able to accommodate and adapt according to patron needs.

Service Specialists respond to a variety of patron needs including technical support on devices and public computers, provide reader's advisory services, answer reference requests, assist with patron accounts, circulate collection items, supervise activities and ensure that users respect the library's Code of Conduct.

Service Specialists assist in supervising student workers, volunteers and users by monitoring or directing activities in the library facilities. Service Specialists are required to keep abreast of current and upcoming events to assist in promoting the library's programs and activities.

**Supervision:** Under direction of Library Director and Library Operations Administrator.

### **Duties and Responsibilities:**

Duties of this position include the following:

#### **Circulation & Reference Services**

- Use of Polaris ILS (Integrated Library System) database to create and maintain accurate patron accounts.
- Circulate (check-in / check-out) collection items including checking materials for completeness or damage and making notes or minor repairs as needed.
- Assist patrons with requests for materials and handles money transactions.
- Provide support for patrons using the library's public computers.
- Help patrons with reference requests; directing patrons to appropriate collection areas, information sources or referral to alternate resources for borrowing.
- Refer patrons to new books in the library's general and reference collection or provide suggestions for preferred reading ("reader advisory").
- Keep up to date with new technologies and all e-resources on YRL's site.

#### **Other Duties**

- Supervise students and volunteers with maintaining and cleaning collection areas.
- Report on issues and incidents that violate the library's Code of Conduct.
- Other related duties as assigned by Director or Library Operations Administrator.

**Qualifications:**

- Applicants must have completed a minimum of one full year post-secondary education in any field of study. Preference to those in a library-related post-secondary field.
- Previous experience in customer service is an asset, preferably in public library setting.
- Must be bondable and provide Criminal Record and Vulnerable Sector Checks.

**Job Requirements:**

- Excellent organizational and time-management skills.
- A positive and pleasant public demeanor.
- Must be able to work independently and as part of a team.
- High level of proficiency with Microsoft Office programs, web-based platforms, personal device apps and the ability to trouble-shoot technology issues.
- May be assigned other duties as required to provide shift relief as needed.
- Physical requirements: frequent standing/ stretching/ crouching.
- Must be able to lift 30 lbs (~15 kg).

**General:**

The statements contained in this job posting reflect general details to describe the principal functions of this position, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive job description. Service Specialists may be assigned additional duties as required to assist or relieve other staff.

**Wages & Benefits:**

Wage range for this position is **\$21.10 to \$23.70 per hour** and includes employee benefits.

**Application Submissions:**

Interested candidates are asked to submit a résumé and cover letter to:

Douglas Whistance-Smith  
Director, Drayton Valley Libraries  
P.O. Box 6240  
Drayton Valley, AB. T7A 1R7  
[dwhistancesmith@draytonvalley.ca](mailto:dwhistancesmith@draytonvalley.ca)

Applications will be accepted until 4:30 pm **August 23<sup>rd</sup>, 2019**. Only those applicants selected for an interview will be contacted.