



Located on the ancestral and unceded homelands of the hən̓q̓əmiñəm̓ and Skwxwú7mesh speaking peoples, Burnaby Public Library aims to create inclusive spaces where people can gather, learn and play.

Burnaby is the third largest city in British Columbia, with excellent rapid transit links, significant parkland, and well-equipped recreational facilities. Our 250,000 residents speak 120 languages, and more than half of our culturally diverse population has a mother tongue other than English.

Our four libraries are important public spaces, meeting places and centres for discovery and dialogue, anchored by our broad and deep collections and our commitment to in-person service. Burnaby Public Library is changing to continue to meet the needs of our highly diverse community, with an increased emphasis on community-led approaches and connecting with people outside the library, a greater focus on digital literacy, and a commitment to upgrading and rethinking our public and staff spaces.

Burnaby Public Library invites applications for the following positions. Forward your resume and cover letter in confidence via email to careers@bpl.bc.ca and quote competition 2024-32. The closing date for this posting is **Wednesday September 18, 2024.**

Position Title: LIBRARY INFORMATION CLERK

Status: AUXILIARY

Position Summary:

Library Information Clerks provide welcoming and inclusive service to people of all ages in Burnaby's culturally diverse community. Our ideal candidate is self-motivated and has a strong team spirit and work ethic. They are innovative and flexible in a quickly changing library environment. It is important that they can use, demonstrate and learn different technologies including e-readers, tablets and other devices. Information Clerks perform a wide variety of duties in all four of our library locations.

Library Information Clerks report to the Public Service Supervisor.

Duties:

- Direct and help patrons find library materials, assist them with their library accounts, and communicate our library services and policies.
- Perform circulation duties such as checking materials in and out; processing in-house, inter-branch and other library system requests by finding and placing items on hold; and creating new item requests.
- Answer questions about using our online resources including the library website, downloadable and streaming digital content and mobile apps.
- Demonstrate and help patrons use technology in the library including self-service checkout machines, copiers, printers and other library equipment; troubleshoot common problems on public computers.
- Assist patrons with requests for items from another library system and how to submit a suggested purchase.
- Maintain patron accounts and collect library fees; complete opening and closing cash procedures.
- Book library rooms for patrons and groups; explain rules and procedures; help patrons use equipment in the room.

- Give basic readers' advisory services to patrons; respond to information questions and refer questions that need professional assistance to a librarian.
- May give direction to other staff if a supervisor is absent; assist with opening and closing the library; may help librarians in a program or workshop; maintain displays.
- Keep records and statistics.

Qualifications:

- You have Grade 12 education with some additional training, plus related library work experience. Or you have a similar mix of education, training and experience. A Library Technician Diploma is not required but is useful.
- The ability to speak languages in addition to English is valuable to us.
- You are curious about what library users and community members need, and you have a passion for delivering excellent customer service.
- You care about and want to apply equity, diversity, inclusion and anti-racism in your work.
- You show that you can work independently, creatively and flexibly in different situations with diverse people in our community.
- You use good judgement to make decisions and you can work with minimal supervision.
- You have basic knowledge of troubleshooting common public computer problems.
- You are able to give information and readers' advisory services and help patrons use library resources.
- You can maintain and update a variety of records, files and reference materials related to the work.
- You are able to give direction to other staff when a supervisor is absent, if needed.

Salary: \$29.48 hourly per CUPE Local 23 Collective Agreement

Hours: Auxiliary shifts will be scheduled as needed in all four branches. Shifts will include mornings, afternoons, evenings and weekends.

We thank all applicants for their interest in Burnaby Public Library. We encourage you to apply even if you do not have all the qualifications we list here. Only those selected for an interview will be contacted.

BPL believes that diversifying our staff will make our organization better and more reflective of the community we serve. We encourage people of all gender identities and expressions, ages, ethnicities, cultures, abilities, sexual orientations, and life experiences to apply.
