

Posting #24-142CU

Library Services Assistant Geoffrey R. Weller Library Term, Full Time (August 2024 to December 2025)

Purpose

Reporting to the Library Services Supervisor, the Library Services Assistant is part of the front-line staff providing direction and facilitative assistance for library users. Although the primary role is to fulfill library service duties, they must have a comprehensive awareness and understanding of the functions and purposes of all library departments, and a broad awareness of institutional services and departments to provide effective service to library users.

Responsibilities

Duties include but are not limited to:

- Working in a team environment and providing service to library users (referred to interchangeably as patrons, customers, clients, faculty, students, staff, alumni, community borrowers) through face to face, phone, and e-mail interactions that are professional, courteous, and service-oriented;
- Resolving library issues, and adhering to the principles, practices, philosophies, while practicing confidentiality, intellectual freedom, professionalism, and circulating tasks that are conducted in accordance with library protocols;
- Facilitating patron inquiries such as setting up and registration of library accounts, processing debit/credit transactions, assisting with the reserve materials, applying library policies and procedures as appropriate, and demonstrating judgement and problem solving with the interpretation and application of procedures and policies;
- Charging and discharging materials, processing and mending library materials, assisting with processing reserve materials, shelving/sorting library collections, and assisting with the coordination of various collections related projects as needed;
- Collaborating and communicating information with library staff related to library operations, workflow, and services;
- Providing direction to student assistants related to library operations, services, and workflow;
- Applying knowledge of Integrated Library Systems (ILS) and library equipment including basic troubleshooting with library systems, photocopiers, scanners, and reader/printers; and
- Opening and closing procedures for the library, monitoring of public areas, and submitting IT and Facilities service requests as necessary.

Qualifications

The successful candidate will possess a high school diploma together with a minimum of one year directly related library experience, preferably in a post-secondary environment. A Library Technician Diploma or course work or post-secondary courses is considered an asset.



A broad understanding of library issues, principles, practices, philosophy, and procedures is desired. Excellent communication skills and a demonstrated focus on customer service is essential. You should be comfortable working in a team environment and have strong organizational and problem-solving skills. Proficiency in Library Information Systems, Microsoft applications, and familiarity with interfaces of relational databases is beneficial.

An equivalent combination of education and work experience will be considered.

Salary

This position has been classified at a Grade 4. The annual salary range for this position is \$51,287.60 to \$53,398.80 and the normal starting salary will be \$51,287.60 pro-rated based on length of term and hours worked.

UNBC offers excellent benefit packages, and employee training and development opportunities. For more details, please see:

<http://www.unbc.ca/human-resources/employee-benefits>

Normal hours of work will be 10:00am to 6:00pm, Monday to Friday.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the



traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #24-142CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on July 23, 2024

