

*The Calgary Public Library represents unlimited possibilities and inspires people of all ages to wonder, seek, discover, and share. Calgary's 20 (and growing) community libraries are community hubs that ignite learning, discussion, invention, and action and this is accomplished through the Library's commitment to:*

- *be a vital part of strengthening neighbourhoods in a growing city*
- *bring the library into more people's lives by removing barriers and increasing access to information in all its forms*
- *focus on services that make a difference*
- *develop innovative and collaborative partnerships with our community to leverage collective knowledge and expertise*
- *build welcoming, inclusive and dynamic library spaces and places within the heart of our communities.*

*To achieve our vision, Calgary Public Library is seeking leaders with ideas, energy, passion and commitment who can help us make a difference in the lives of Calgarians and take public library services to a new level of excellence.*

*The Calgary Public Library acknowledges the traditional territories and oral practices of the Blackfoot people, the Nakota people of the Stoney Nation, the Beaver people of the Tsuut'ina Nation, and the peoples of the Métis Nation of Alberta, Region Three.*

**Indigenous Program Facilitator – Central Library**  
**(Permanent Full Time)**

The Indigenous Program Facilitator engages directly with Library members in support of literacy and lifelong learning both within the Library and out in the community. This position provides responsive and friendly customer service and creates enriching library experiences for users of all ages, abilities and backgrounds through the delivery of Library programs that inspire wonder, play, and delight.

The successful candidate will participate in delivering programming, information services, tours, training and outreach, with significant focus on serving both Indigenous populations and patrons with special needs.

**Key Responsibilities**

- Proactively assists Library members with collection questions and makes recommendations;
- Resolves member technology issues when accessing Library resources;
- Participates in the delivery and evaluation of programs for a wide variety of audiences including Indigenous populations, children, teens and adults;
- Participates in the delivery and evaluation of outreach programs;
- Carries out collection maintenance and development activities;
- Demonstrates leadership in activities which improve the Library;
- Trains and supervises others, as assigned



## Human Resources

### Qualifications

- Completion of a university level degree and a minimum of two years directly related experience, or a post-secondary diploma and a minimum of four years of directly related experience.
- Knowledge and understanding of Indigenous communities including history, traditions and cultural protocols (specifically Treaty 7 communities).
- Experience delivering Indigenous programs and initiatives in a culturally sensitive way, grounded in an Indigenous perspective.
- Excellent relationship building skills, including respectful relationship building with members of Indigenous communities
- Fluency in Indigenous language(s) will be considered an asset
- Exceptional customer service skills
- Ability to lead engaging and enriching programs and activities, both in the Library and out in the community
- Excellent verbal and written communications skills, presentation skills, and public speaking skills including the ability to adjust communication style to interact effectively with users of different ages, backgrounds, and abilities
- Ability to multi-task and prioritize work
- Strong interpersonal skills and ability to work effectively with a variety of groups
- Commitment to continuous improvement and self-directed learning
- Intermediate Technology Skills

### Benefits

- Extended Health and Dental Benefits
- Participation in the Local Authorities Pension Plan (LAPP)
- Life Insurance
- Employee Family Assistance Program (EFAP)
- The opportunity to contribute to an award-winning library system, grow professionally and make a positive difference in the lives of Calgarians

### How to apply:

If **Indigenous Program Facilitator** sounds like the next chapter in your career story, take this opportunity to make a real contribution to one of Canada's leading public library systems. Please send a cover letter and resume to:

[work@calgarylibrary.ca](mailto:work@calgarylibrary.ca)

Be sure to quote competition number “#368” in the subject line of your e-mail.

**The closing date for this competition is December 19, 2018.**

*We thank all who apply but only those selected for an interview will be contacted. Any personal information submitted will be managed in accordance with the Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. Canadian citizens and permanent residents of Canada will be given priority. Applicants must be legally eligible to work in Canada.*