

## Library Experience Facilitator – Various Locations (Part-Time and On-call/Substitute)

From Sage Hill in the north to Seton in the south, the Library is looking for staff throughout our system to directly engage with users in support of literacy and lifelong learning both within the Library and in the community. The Library Experience Facilitator 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 children.

### Key Responsibilities

- Coordinates and delivers outreach programs, for a wide variety of audiences including Indigenous populations, newcomers, children, teens and adults;
- Provides excellent customer service and proactively assists Library members with collection questions and technology issues when accessing Library resources;
- Resolves member technology issues when accessing Library resources;
- Demonstrates leadership in activities which improve the Library;
- Trains, coordinates, and supervises others, as assigned.

### 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;
- 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;
- Creativity when leading engaging and enriching programs and activities, both in the Library and in the community;
- Knowledge regarding Indigenous populations and the ability to contribute to and deliver programming, information services, training and outreach that serves Indigenous populations is an asset;
- Strong interpersonal skills and ability to work effectively with a variety of groups and partners;
- Ability to multi-task, prioritize work, and coordinate the work of others.

### Candidate Profile

- Open and flexible schedule: able to accept shifts morning to evening and Sunday to Saturday;
- Strong communication, problem solving and decision-making skills;
- Intermediate Technology Skills;
- Valid Alberta Class 5 driver's license;
- Able to successfully complete a Vulnerable Sector Check.

### Benefits

- 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 **Library Experience 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 complete our [Employment Application Form](#) and send it with a cover letter and resume to: [work@calgarylibrary.ca](mailto:work@calgarylibrary.ca).

**The closing date for this competition is midnight on Sunday, November 18, 2018. Be sure to quote competition number "Library Experience Facilitator" in the subject line of your e-mail.**

*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.*