



The Calgary Public Library represents unlimited possibilities and inspires people of all ages to wonder, seek, discover, and share. Calgary’s 21 libraries are community hubs that ignite learning, discussion, innovation, and action and our patrons are curious, creative, and resilient. This is accomplished through the Library’s commitment to empowering community by connecting you to ideas and experiences, inspiration and insight.

To achieve our vision of Potentials Realized, 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 Nakoda people of the Îyâxe Nakoda Nation, the Beaver people of the Tsuut’ina Nation, and the peoples of the Métis Nation of Alberta, Region Three.

Library Experience Facilitator – Central Library
(Permanent / Part Time – 25 hours/week)

The Library Experience 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. Customer service is provided both in-person and virtually via phone, email, and chat.

The successful candidate will deliver a wide variety of Indigenous and non-Indigenous Library programs including children, teens and adults as well as information services, tours, training and outreach.

Although some schedule flexibility will be required to accommodate programming and services needs as they arise, the regular schedule for the position is:

Day:	Week 1:	Week 2:
Sunday	12:00 pm – 5:00 pm	12:00 pm – 5:00 pm
Monday		
Tuesday		
Wednesday	4:00 pm – 9:00 pm	4:00 pm – 9:00 pm
Thursday	11:00 am – 5:00 pm	11:00 am – 5:00 pm
Friday	12:00 pm – 6:00 pm	12:00 pm – 6:00 pm
Saturday	11:00 am – 5:00 pm	

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; and
- Trains 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.
- Knowledge and understanding of Indigenous communities including history, traditions and cultural protocols.
- Experience delivering Indigenous programs and initiatives in a culturally sensitive way, grounded in an Indigenous perspective.
- Current and active connections with Treaty 7 communities will be considered an asset.
- Excellent communication and relationship building skills, including respectful relationship building with members of Indigenous communities and Library users of different ages, backgrounds, and abilities.
- 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.
- 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

- Competitive salary
- 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 – Central Library** 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

Be sure to quote competition number “#814” in the subject line of your e-mail.

The position will remain open until a successful candidate is found.

We thank all who apply but only those selected for an interview will be contacted. Applicants for this role may also be considered for future opportunities.

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.