



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 – Various North Locations **(Part-Time and On-call/Substitute)**

Many of our north locations, such as Crowfoot, Judith Umbach and Country Hills, are looking for staff 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;
- Committed to following Library and provincial health and safety protocols;
- Intermediate Technology Skills;
- Valid Alberta Class 5 driver's license required for most positions;
- 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 send a cover letter and resume to:

work@calgarylibrary.ca

Be sure to quote competition number “**#005 Library Experience Facilitator**” in the subject line of your e-mail and please state your preferred top 3 library locations to work out of.

This position will remain open until filled.

We thank all who apply but only those selected for an interview will be contacted.

The Library values diversity and inclusion and welcomes diverse expertise and talent to support an innovative and collaborative work environment. We are committed to a respectful and inclusive workplace and welcome applications from all qualified candidates, including women, Indigenous people, persons with disabilities and members of visible minorities. We are happy to provide reasonable accommodations throughout the selection process, please contact us at work@calgarylibrary.ca.

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.