



Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/07/12

Library Assistant (User Services)

Job ID	57-06-30-26-41-43	
Web Address	https://careers.indigenous.link/viewjob?jobname=57-06-30-26-41-43	
Company	Western University	
Location	London, Ontario	
Date Posted	From: 2024-05-31	To: 2024-06-14
Job	Type: Full-time	Category: Education
Languages	English	

Description

Classification & Regular Hours

Hours per Week: 35

Salary Grade: Level M

There are two positions available: posting #35580 and #35590. Please note that for #35580, the position will have a primary location of the Music Library. Please indicate in your application if you have a background in music with the ability to read music and have an understanding of musical terminology in common European languages.

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

Western Libraries provides the library and archival expertise and infrastructure - information resources, technology, people, and spaces - required to cultivate and mobilize knowledge, and accelerate excellence in teaching, research and scholarship.

Responsibilities

The Library Assistant (User Services) provides timely, effective and courteous customer service to library users, and assists with the delivery and maintenance of library and information resources within Western Libraries. The role is often the first point of contact between library users and Western Libraries' services, facilities and collections, and facilitates the seamless connection of library users to services, facilities, and collections so that users can be successful in achieving their teaching, learning and research goals. The Library Assistant provides circulation, informational, technical, and reference-related assistance and support to library users, and provides support for document delivery, collections maintenance and outreach and events. The role also assists with monitoring and troubleshooting equipment and with identifying and reporting facilities issues to ensure a safe library space is maintained. The Library Assistant may assist in the training of Student

Library Assistants. The Library Assistant may receive on-site supervision from a User Services Manager and/or a Library Director, depending on the location of service delivery.

Qualifications

Education:

- 2-year community college diploma

Experience:

- 2 years' experience providing front-facing public customer service
- Previous experience working in an academic library setting preferred
- Experience providing instruction on library resources and services to individuals/groups is an asset

Knowledge, Skills & Abilities

- Familiarity with Library of Congress classification system and related library policies and procedures
- Manual dexterity with strong fine motor skills to handle a variety of library materials
- Ability to establish rapport with people from diverse backgrounds and to establish and build healthy working relations with library staff and users
- Ability to maintain a positive, outgoing attitude with genuine customer service orientation, with the ability to identify and understand customer needs, and provide appropriate solutions
- Verbal and written communication skills to clearly express ideas in an objective manner, and adapt communication style to suit the situation and audience
- Demonstrated ability to take initiative, to work independently and follow through on work assignments
- Ability to apply active listening to hear and understand the complete message being communicated
- Ability to multi-task and maintain an organized and effective personal work environment
- Adapts readily and effectively to changing priorities and demands
- Ability to demonstrate patience and focus to complete detailed administrative tasks with strong attention to detail and accuracy to ensure seamless access to Library materials
- Ability to interact professionally with students, staff, faculty, and other members of the University community
- Ability to work independently and effectively as a member of the team to achieve department goals
- Basic proficiency required in Microsoft Office in order to prepare email, correspondence, input departmental data in spreadsheets, other records systems and with content management systems
- Familiarity with software applications used by Western preferred - e.g. Cascade, integrated library services platform software
- Familiarity with Western policies and guidelines preferred
- Ability to work within a flexible schedule (evening and weekend hours) to accommodate Western Libraries' events and activities
- For staff assigned to the Music Library: the ability to read music, understanding of musical terminology in common European languages, familiarity with instruments and ensembles in both classical and popular tradition and understanding of performance conventions

Union Statement

Western welcomes applications from all qualified individuals; however, it is the university's policy to give first consideration to all qualified UWOSA applicants.

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to

employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Human Resources or phone 519-661-2194.

Please Note:

Interested applicants are asked to visit: <https://recruit.uwo.ca> for further information and to apply online referencing job #35580 and/or #35590 by 11:59PM on June 13, 2024.

We thank all applicants for their interest; however, only those chosen for an interview will be contacted.

How to Apply

Click "Apply Now"

Interested applicants are asked to visit: <https://recruit.uwo.ca> for further information and to apply online referencing job #35580 and/or #35590 by 11:59PM on June 13, 2024.