

## Library Technician

Term position July 2, 2023 - April 30, 2024

Compensation \$25.00 per hour, 20 hours per week

Decoda Literacy Solutions is BC's literacy organization.

Decoda Literacy Solutions invites applicants for a part-time, limited term Library Technician. We support community-based literacy programs and initiatives in over 400 communities across BC by providing resources, training and funds. Our work supports children and families, youth, adults, Indigenous and immigrant communities to help build strong individuals, strong families and strong communities.

The Decoda Literacy office is located on unceded territory of the x<sup>w</sup>məθkwəyəm (Musqueam), Skwxwú7mesh (Squamish) and sə́lilwətaʔt (Tsleil-Waututh) Nations.

### Job Summary

The library has 6,000 resources relating to the many aspects of literacy, literacy programs and literacy coordination. The library loans to literacy learners, practitioners, researchers and administrators across BC. The primary focus of this position is circulation and cataloguing. The successful candidate will also be responsible for reference service, short library presentations and/or displays to the field, statistical reporting, maintaining the library collection and equipment and special projects as assigned. This term position may be extended, month to month. This position qualifies for a health benefits plan.

### Nature of work

The Decoda library technician reports to the executive director and works out of the downtown Vancouver office.

### Responsibilities/accountabilities

- **Customer Service:** Delivers excellent service through consistent application of library procedures, with a positive customer service attitude. Greets, assists, follows up, directs, informs, listens, maintains positive relationships, responds to inquiries via email and phone, acts as a first point of contact in the library, and maintains the appearance and function of library facilities and equipment. Monitors the library email inbox, responds to user inquiries and makes referrals as appropriate.
- **Circulation:** Discharges and renews library material; issues and updates library accounts. Circulates materials (including interlibrary loan) using Sitka Evergreen and mails resources to locations in BC. Provides general assistance including providing information concerning library procedures and policies; assists patrons with completing request forms, maintains annual statistics and monitors the return of regular circulating material.
- **Reference Service:** Assists literacy practitioners, researchers, staff and community borrowers with reference queries; demonstrates the use of the library's print and electronic resources. Makes referrals to other libraries as necessary.
- **Statistics and Reporting:** Uses existing reports to compile library statistics.

- Special Projects: Performs collection maintenance, general library organization, displays, tours, or other tasks as required.
- Assists with Decoda team in literacy events such as biennial conference planning activities.

### **Required Skills**

- Interest in the field of literacy
- Demonstrated strong customer service attitude and skills
- Excellent organizational, written and oral communication skills
- Able to handle different tasks and responsibilities, flexibility to adjust to shifting timelines and priorities
- Ability to communicate and collaborate with diverse stakeholders
- Ability to safely lift library material, push loaded book carts, shelve library material
- Able to work effectively and efficiently with minimal supervision; self-starter with strong time-management skills
- Able to adapt quickly to changing responsibilities and duties, ability to meet deadlines
- Demonstrated ability to use a variety of office-based computer applications, databases, e-mail and the Internet

### **Required Education**

- Course work and/or experience with RDA cataloguing rules, classification systems and subject analysis is required.
- Completion of a Library and Information Technician diploma or equivalent preferred.

### **How to Apply**

Interested candidates should submit in electronic format a covering letter and their resume to Sandra Lee [careers@decoda.ca](mailto:careers@decoda.ca) Applications will be accepted until May 19, 2023 or until a suitable candidate is found. We appreciate all applications received; however, only those candidates selected for an interview will be contacted.