



JOB POSTING – September 5, 2024

Technical Services Coordinator (Competition #RPT 24-14)

Cochrane Public Library (CPL) is looking for library lovers, relationship builders, and lifelong learners who would like to join our amazing team in providing outstanding service and experiences for our patrons! Our ideal candidate will be an all-around library champion with the skills necessary to build relationships with our patrons, identify their library needs, and provide personalized assistance and solutions in a variety of scenarios.

A friendly demeanor, positive attitude, and willingness to help and take on new challenges are a must in this role, as you represent CPL to our community and contribute to a fun, collaborative, and respectful workplace. We work as a team and practice our shared workplace values in all interactions with the public and with each other.

You will work to become knowledgeable and stay up to date with library materials, digital resources, program offerings, and many other services available at CPL so you can confidently share this information with patrons and provide the best service possible.

On the job training on specific equipment and programs used will be provided, along with ongoing opportunities for further skill development, but it is imperative that you can demonstrate an existing foundation of strong tech skills along with the confidence and willingness to share this type of knowledge in training and assisting others.

You will be highly organized as you supervise and track the flow of all collection items and inter-library loans circulating through the Library. Attention to detail is essential to ensure accurate collection and patron information. You will have experience using integrated library systems and an intermediate level of skill in Microsoft Excel to prepare meaningful and timely reports.

This role requires the ability to handle several types of tasks at a time and adjust quickly to changing priorities in what can be a very active and fast-paced environment. The ability to learn and follow policies and standard procedures is necessary, as well as the ability to apply critical thinking and good judgment to finding solutions for uncommon or challenging situations.

If you would like to work with us and think you are a good fit for this position, we would love to hear from you!

What we offer:

- **Compensation:** \$24.45 to \$26.00 per hour
- Employee Health Spending Account
- Paid vacation and sick time
- Professional development opportunities

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Cochrane Public Library
405 Railway Street West, Cochrane, AB T4C 2E2
403-932-4353

www.cochranepubliclibrary.ca



Job Description: The Technical Services Coordinator position is responsible for providing support to all library technology areas related to materials handling. This includes, but is not limited to: materials check-in and check-out, processing inter-library loans, packing, un-packing and shipping of library materials, preparation of related reporting and other related duties.

Education and Experience Required:

- Completion of Library Technician Diploma
- One to two years of customer service experience is required
 - Demonstrated customer service skill set (communication, issue resolution, relationship development)
 - Previous work experience in a supervisory role including the training of other staff
 - Previous work experience in a library would be considered a strong asset
- Advanced level of technological literacy skills
 - Confident using a PC and experience navigating a digital file system (ie: Windows Explorer, Teams)
 - Hands on experience using MS Office (Word, Excel, Outlook) and Internet browsers
 - Experience with integrated library systems, other library-specific software and digital resources is required
 - Familiarity with a variety of office equipment (photocopier, printer, scanner)
 - Demonstrated ability to train and support others with technology-related challenges
- Fluency in both verbal and written English
 - Fluency in languages other than English is an asset
- Satisfactory Police Information Check
- Valid Alberta driver's license (may be required); ability to satisfy insurance requirements

Schedule: This is a part-time permanent position, to be initially scheduled as follows:

Week 1:		Week 2:	
Sunday	11:30am-5:30pm	Sunday	OFF
Monday	12:45pm-8:15pm	Monday	10:00am-4:30pm
Tuesday	10:00am-4:30pm	Tuesday	9:00am-6:00pm
Wednesday	10:00am-4:30pm	Wednesday	OFF
Thursday	10:00am-4:30pm	Thursday	1:45pm-8:15pm
Friday	OFF	Friday	OFF
Saturday	OFF	Saturday	OFF

Start date: As soon as possible

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To Apply: Please apply via email to HR Manager at hr@cochranepubliclibrary.ca and make sure to include your resume and a cover letter telling us why you would be a great fit for this position at Cochrane Public Library. The subject line of your email should include the Competition # for the position noted above.

While all responses are appreciated, only those being considered for interviews will be acknowledged.

Closing Date: This posting will close at 5pm on Friday, September 13.

Cochrane Public Library (CPL) supports and endorses the Canadian Federation of Library Associations' Statement on Intellectual Freedom and Libraries, including that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

CPL believes equity, diversity, and inclusion strengthen the community and enhance excellence, innovation, and creativity. We are dedicated to recruiting individuals who will enrich our work and sense of community. All qualified candidates are encouraged to apply.

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