

## Job Posting

### Services Technician

**Competition #:** UB-2026-03

**Position Type:** Thirty-five (35) hours per week –

**Schedule:** Weekdays/Evenings/Weekend Rotation – Mainly Weekdays

**Salary:** Starting at \$30.58/hour

**Closing Date:** Open Until Filled

*Working with the Thunder Bay Public Library and the Community*

### POSITION DESCRIPTION

<b>UNION AFFILIATION</b>	CUPE 3120
<b>PRIMARY RELATIONSHIP</b>	Services Librarian

### PURPOSE:

The Services Technician supports the Thunder Bay Public Library's mission of being a center for lifelong discovery by assisting the daily library operations including circulation, readers advisory, display planning and installation, user engagement, statistical reporting, troubleshooting library equipment, maintaining library collections, and special projects as assigned.

### ACCOUNTABILITIES:

1. Assists with training, onboarding, motivating and directing front line employees to optimize workplace productivity and promote professional growth through supporting day to day operations, conducting performance reviews and maintaining a daily positive influence and presence.
2. Schedules staff and works with the Services Technicians at the other branches to support optimal scheduling system wide.
3. Develops, promotes, implements and evaluates services, including (but not limited to): Book Club Bags, technology help (serves on the coaches' team), home service, and other services as required.
4. Participates in creating displays and maintaining the library website in order to promote library services, collections, and programs.
5. Ensures that staff are familiar with the core circulation tasks including, but not limited to: creating a new record, placing a hold, patron claims returned, running lists, checking items in, and checking items out.

6. Participates in collection maintenance.
7. Manages interlibrary loan service.
8. Assists with the planning, research and implementation of initiatives as required.
9. Maintains a good working knowledge of the collections, programs and services in order to be able to provide information such as reader's advisory and support to patrons and staff.
10. Supervises and trains staff to optimize performance, as required.
11. Provides assistance to library patrons in a manner that is warm, welcoming and respectful while building relationships with patrons and actively seeking feedback from them.
12. Provides tours and orientation of Library facilities, services, collections, and programs.
13. Raises awareness and promotes the use of the library's programs, collections, and services throughout the community.
14. Assists with staffing and delivery of various outreach activities in the community.
15. Provides assistance on the service desk as needed.
16. Delivers various programming on an as needed basis.
17. Represents the Library on community committees and internal working groups as appropriate and action any directives resulting from this representation.
18. Assumes in-charge responsibilities for the branch library to ensure a safe working environment. May be required to take on system in-charge responsibility, when upgraded as per the Collective Agreement, in the absence of a Librarian on shift.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Additional duties, responsibilities and activities may be assigned from time to time as necessary.

**MASTERY:**

The position requires:

1. Library & Information Technician Diploma.
2. A minimum of two years relevant experience is preferred.
3. Proven organizational, interpersonal, supervisory, communication, team participation, problem solving and customer engagement skills.
4. Demonstrates empathy, judgement and initiative in working with patrons, staff, community groups and partners.
5. Commitment to superior customer service.

6. Current First Aid, CPR and Naloxone Certification.
7. Must undergo a successful Criminal Record Check.

**Application Information:**

Please submit your cover letter and resume at your earliest convenience to [kgunn@tbpl.ca](mailto:kgunn@tbpl.ca). As the competition is open until filled, interviews will take place as soon as the number of qualified candidates meets the threshold that we have determined to conduct interviews.

**Other Information:**

For more information on the Thunder Bay Public Library, please visit our website at: <https://www.tbpl.ca/>

The TBPL is committed to employment equity and diversity in the workplace and welcomes applications from visible minorities, Indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity.

The personal information obtained under this job posting is collected under the authority of the Public Libraries Act, 1984 and will be used to assess qualifications of applicants. Questions about this collection should be directed to the Chief Executive Officer.

The Thunder Bay Public Library is pleased to accommodate individual needs in accordance with the Accessibility of Ontarians with Disabilities Act, 2005 (AODA), within our recruitment process, if you require accommodation at any time throughout the recruitment process, please contact the HR Manager.