Position Title: Seasonal Library Assistant, Customer Service Department
Posting Type: Internal and External

At the heart of a vibrant urban/rural community of 100,000, Strathcona County Library (SCL) encourages literacy and lifelong learning, fosters community connections, and offers programs and services that inform, engage, and entertain. SCL provides excellent and accessible services from our Central Library in the Community Centre, our award-winning Bookmobile, and via satellite return centres located throughout the community. Opportunities abound to provide creative programs and services for young families, engaged seniors and all of the age groups in between. We offer a strongly collaborative team-based environment and the flexibility to maintain a good work/life balance. We are committed to fostering the principles of equity, diversity, and inclusion within our workforce and community. We welcome and encourage all qualified applicants.

Employment Terms
This is a non-permanent hourly, 35 hours a week position. The position involves working a variety of shifts including weekdays, evenings, and weekends.
Hourly Pay Rate: $31.99 per hour, paid bi-weekly
Start/End Date: The position runs for a period of 16 weeks from May 4, 2026 to August 23, 2026
Reports to: Assistant Manager, Customer Service

Who we are looking for
We are looking for a tech savvy individual with a passion for customer service, a knack for problem solving, and is working towards a career in the library profession with a passion for public service.

Duties and Responsibilities
- Oversees the inventory process
- Works with and updates both the Assistant Manager and Manager on inventory progress
- Provides people entering the library a friendly first point of contact
- Checks out and renews materials so patrons can take library items home to use
- Registers and renews library cards so patron accounts are up to date and the library has accurate contact information for patrons
- Answers the main library telephone line and answers patron questions or forwards them to the appropriate department
- Answers basic reference, programming and technology questions. Refers more advanced inquiries to other departments
- Processes payments for patrons using a variety of payment methods including credit cards, debit cards, cheques, and cash
- Assists with collection maintenance and programming in Youth Services as needed
- Backup for Summer Reading Game coverage

Minimum Qualifications
- Enrollment in a post-secondary degree or diploma program in Library and Information Science, or Library and Information Technology is preferred

Knowledge, Skills, Experience and Training

- Strong interpersonal skills to work with both the public and staff

- Experience working in a library setting is desirable
- Experience working with children and teens is desirable
- Familiarity with mobile devices, software, and library download services is desirable
- Experience in a customer service environment
- Able to work both independently and within a busy team environment

Conditions of Employment
- Submission of Satisfactory Vulnerable Record Check

Application Details
Deadline to apply: **9:00 AM March 9, 2026**

Interested applicants are invited to submit a cover letter and résumé with your first and last name in the title by e-mail to: recruitment@sclibrary.ca. Please do not send Google drive links to your documents, as they are not accessible with this email address.

Due to a high volume of applications for these positions, please include the position title(s) and department(s) you are applying for in your email subject line and cover letter.

Equivalencies of education and experience may be considered. Strathcona County Library is committed to job equity and we encourage all qualified candidates to apply.

In addition to providing a dynamic working environment, we offer competitive pay and benefits package.

This competition may be used to fill future vacancies for similar positions within the next 6 months.

Thank you for your interest in Strathcona County Library. We only contact candidates selected for interviews.

For more information visit Strathcona County Library website: https://sclibrary.ca/