**CITY OF YELLOWKNIFE**

Job Description

February 2019

**POSITION TITLE**: Public Services Librarian **POSITION NO:** #602-108U

**DEPARTMENT**: Community Services  **DIVISION**: Library

**LOCATION**: Library **SUPERVISOR'S TITLE**: Library Manager

**SUMMARY OF THIS POSITION**

Under the direction of the Library Manager the incumbent is responsible for the public service aspects of library operations. This includes research and reference work, supervision of clerical staff working with the public, and collection development and programming, including the delivery of programs for young people ages nine through eighteen and adults. This includes the Summer Reading Encouragement Program.

**OUTLINE OF DUTIES**

* Provides efficient and thorough information services to the public by:

 - Instructing patrons in the use of specialized on-line databases, library catalogues and other electronic finding aids;

 - Providing readers’ advisory services;

 - Drawing on professional education and experience to answer questions at the reference desk and to assist patrons in the use of automated catalogue and reference tools such as indexes, abstracts and bibliographies and in the finding of information;

 - Developing booklists and "finding guides" for patrons;

 - Supervising interlibrary loans as well as providing direction in policy and practice for this function of library services; and

 - Writing a bi-weekly book review column for the Yellowknifer.

* Responsible for collection development by:

 - Assisting in the development and implementation of a collection policy for acquisition of library materials;

 - Evaluating and weeding selected subject areas of the collection,

 - Researching and directing the acquisition of print and audiovisual materials for children and teens using review journals, publisher catalogues, patron recommendations, own knowledge and other sources; and,

 - Identifying and developing a community profile to guide balanced selection decisions.
- Maintaining book club collection.

* Promotes the library's services and materials by:

 - Organizing tours and orientation sessions for students, adult learners and the general public;

- Promoting the use of the facility and materials through the development and implementation of literacy and recreational programs for adults and young people ages nine through eighteen;

- Developing, maintaining and providing for the library portion of the City website;

- Developing publicity materials including submission of public service announcements and promotional materials to the radio and newspaper;

- Representing the City in hosting visiting authors and performers.

- Assisting in the development of grant applications and working with funding bodies to coordinate City and Territory-wide literacy initiatives.

- Troubleshooting public computers and promoting and instructing the public in the library’s Overdrive resource as well as in its electronic databases;

- Liaising with community organizations to promote resources and programs;

- Developing training and publicity materials for the on-line public access catalogue.

* Supervises permanent and casual Library Assistants who work with the public by:

- Developing the staff schedule;

- Participating in recruitment of new staff with the Library Manager and Human Resources;

- Conducting safety orientations for new employees;

- Ensuring that direct reports follow safe work practices;

- Doing performance appraisals on staff for review by the Manager and advising the Library Manager on performance or disciplinary issues as they arise;

- Ensuring that proper library procedures are followed in the circulation of materials;

- Providing in-service training to staff in the areas of technology, reference services and library direction.

* Performs administrative duties by:

 - Acting as Library Manager as required;

- Configuring the integrated library system to produce administrative and operational reports;

- Assisting in the development and administration of policies and procedures for reference and circulation functions;

- Preparing and controlling a budget with respect to incumbent’s spending, as directed by the Library Manager;

- Assisting in the development and administration of policies for library operations relating to the areas of circulation and/or reference, library promotion, and statistical records management; and,

- Recruiting and supervising volunteers;

- Sources funding opportunities.

- Other related duties as assigned by the Library Manager.

**SPECIFICATIONS**

Knowledge, Education and Experience

The work requires sound knowledge of the principles and practices of public librarianship. This requires the completion of a Master of Library Science degree from a Library Association accredited university. Courses and/or experience in providing reference services to library patrons of all ages are also required. Experience with automated library systems, particularly on-line public access catalogues, is required. Knowledge and/or experience relating to budget preparation/control and policy development and supervision of clerical staff are also required.

A strong reading background and a familiarity with many disciplines is also necessary as well as experience working with people coupled with a sensitivity towards a varied cultural milieu. This position is responsible for collection development for children and teens and the incumbent is required to have relevant course work and a demonstrated interest in this collection area.

**RESPONSIBILITY**

Decision-Making

The work requires decisions regarding library policy to ensure efficient service to the public and at the reference and circulation desks. Errors can result in decreased services and poor public relations. The incumbent is responsible for administering and interpreting various policies. Considering the impact the collection has on the learning and recreational needs of the public, the judicial use of limited funds is essential.

Contacts

Daily contact with the public requires intuition and sensitivity. Contact with other librarians in Yellowknife and at N.W.T. Public Library Services occurs frequently, and contact also occurs with other cultural and educational agencies. The incumbent will also be in contact with suppliers and City of Yellowknife staff. Frequent contact with the media on the subject of upcoming library programs and events mandates a diplomatic and professional manner.

Public Sensitivity

Quality reference work necessitates that matters dealt with are often of a sensitive nature. The incumbent works extensively with the general public and must be conscious of public opinion and perceptions of library service. This is a highly visible role and the incumbent must be aware of the responsibility such a profile carries with it. Tact, discretion and patron record confidentiality are essential. The public will be aware of the incumbent’s ability to make decisions about the discretionary expenditure of public funds. As well, an awareness of the goals and objectives of the City is important.

Supervision

The incumbent is responsible for the direct supervision of the Library Assistants who provide public service, as well as volunteer staff. Assistants may also have responsibilities in the technical services area; this requires the Public Services Librarian to work closely with the Library Technician to determine schedules.

**EFFORT**

Mental

While policies and procedures are well defined, the incumbent must possess the necessary judgment and initiative to apply and adapt these to situations that arise. The incumbent must be able to coordinate numerous competing priorities and apply the necessary level of attention to ensure that patrons’ needs are addressed in a professional and timely manner.

Dealing with a large number of patrons, often in tense situations, requires judgment and skills to be able to calmly follow safety procedures, de-escalate the situation and debrief regarding the impact and strategies to prevent such occurrences in the future.

Physical

In addition to office duties, the incumbent is required to lift, move and shelve heavy books and boxes. As such, tasks can require significant physical effort.

**WORKING CONDITIONS**

Environment

Typically the work is performed in a pleasant environment. However, the incumbent may have contact with members of the public who are angry, upset, rowdy or inebriated. Liaison with security, police and ambulance personnel is frequent. The incumbent should be able to deal positively with stress.

Hazards

There are no specific hazards associated with this position but the incumbent should be aware of the open contact with the public and should be alert to personal safety issues. There are times when the staff may witness violence, receive abusive comments from the public and so forth and are required to follow safe work practices to minimize any risk to themselves, other staff and the general public.

I have read and understand this job description. The Human Resources Division has informed me that it is a general description of the duties and responsibilities and qualifications required for my position, which forms the basis for my classification level and against which my performance will be evaluated.

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Employee’s Signature Date

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Department Head’s Authorization Date

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Human Resources’ Authorization Date

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City Administrator’s Authorization Date

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