

JOB DESCRIPTION

Position Title: COMMUNITY LIBRARIAN I **Position: #P103-17**
Dept/Branch: Public Services
Reports to: Public Services Manager
Position Supervises: Assistant Community Librarian(s), Pages, Auxiliary Staff

I. Position Summary

Under the general direction of the Public Services Manager the incumbent is responsible for the effective delivery of library service to the public, planning and organizing branch resources and services to meet community needs and interests; and developing and maintaining community relationships in branches with circulation of under 60,000, population of under 5,000 and full time equivalent employees of less than 1.51. The incumbent is responsible for the training, development and supervision of Assistant Community Librarians, Pages and Auxiliary Staff

The incumbent exercises independent judgement within established Okanagan Regional Library policies, procedures, and practices.

II. Accountabilities

A. Public Services

Ensures that branch staff provide a welcoming and inviting atmosphere for library customers.

Promotes the use of library services within the community, including branch publicity, delivery of programs, creation of displays and community liaison initiatives.

Participates in the assessment of community library needs and interests and the planning of services to meet such needs.

Participates in the ongoing measurement and evaluation of library services.

Plans, organizes and supervises circulation activities to ensure patrons receive efficient and timely services and assistance. Applies library policy concerning the circulation of library materials.

Registers patrons and orients them to local branch and system services/tools.

Assists public and staff in the use of e-devices and related technology.

Provides basic readers' advisory and routine reference assistance, referring unresolved questions to specialized staff.

Responsible for ensuring assigned children's and adult programs are provided, including class and group visits.

Resolves problems related to the circulation of library materials; addresses complaints and concerns of customers. Informs Public Services Manager and Allocations/Circulation Coordinator of unresolved problems.

Maintains branch collection. Ensures that maintenance duties are completed in a timely manner; re-allocates, sorts damaged/outdated materials; co-ordinates exchange of materials

Oversees the acceptance and pre-sorting of donations (based on physical condition/age) and boxes for book sale.

Responsible for the cleanliness, tidiness, and safeness of small branch library. Interacts with the landlord to resolve routine building problems. Refers any unusual building maintenance problems to appropriate person or department.

Participates in the planning of new branch facilities and renovations. Functions as the on site point of contact for building renovations.

Other duties of similar complexity and scope, as assigned.

B. Administration

Provides input to Public Services Manager by participating in the formulation of branch goals and significant changes to branch operating procedures and practices.

Submits branch capital furnishings and equipment requests. Makes recommendations regarding the branch staff budget to the Public Services Manager.

Responsible for timely submission of monthly branch activities reports.

Monitors staff hour's budget and reports any problems to Public Services Manager.

Ensures that daily cash procedures are followed.

Ensures compliance of opening and closing procedures.

Ensures that necessary supplies are ordered for the branch. Approves supply orders for branch.

Ensures that materials for van trips are prepared appropriately and in a timely fashion.

Oversees the sorting and distribution of incoming mail; ensures the delivery of outgoing mail, as needed. May be responsible for pick up and delivery of mail and boxes of materials to the Post Office/and or bus depot on a regular basis.

Maintains library equipment and refers any unresolved problems to appropriate person or department.

Attends and conducts meetings as required.

C. Supervision

Provides leadership, guidance and supervision to branch staff that ensures a safe, respectful, customer service focused environment.

Maintains knowledge of library activities and keeps staff well informed of activities, policies and changes that affect them; refers suggestions/concerns of staff, as appropriate.

Provides direction on the more complex circulation work (handling collection agency customers, resolving disputes, etc.)

Schedules, assigns, supervises and monitors the work of branch staff (and Auxiliary staff).

Collects, reviews, approves and forwards payroll time sheets of branch staff to Accounts Department.

Interviews and selects branch staff in consultation with the Director of Human Resources. Conducts probationary and annual performance reviews.

Trains and orients new branch staff to the local branch routines and ensures that all staff are made aware of developmental opportunities.

Provides input and recommendations re: staff disciplinary matters, to the Director of Human Resources.

III. Working Conditions

Works in a front-line public service environment and as such, deals with constant interruptions. Has contact with public and staff throughout the system. Stands for extensive periods of time. Required to lift and push heavy objects. Occasionally may be required to travel to other branches.

IV. Job Specification

A. Education

Grade 12 or equivalent

Plus

CLTP 101e Supervisory Skills for Library Staff, CLTP 102c Introduction to Reference and Information Services, and CLTP 104c Library Services for Children.

B. Related Experience

Minimum two (2) years (full-time) experience working in a public library setting including supervisory experience.

C. Other Requirements

1. Considerable knowledge of library procedures and services in an automated library system.
2. Proficient with technology and e-devices.
3. Working knowledge of reference sources, reference interview techniques and search strategies.
4. Working knowledge of children’s literature and resources.
5. Demonstrated knowledge of supervisory practices and procedures.
6. Demonstrated commitment to continuous learning.
7. Excellent oral and written communication skills.
8. Excellent organizational skills, with the ability to work independently as well as in a team environment.
9. Ability to carry out job functions with flexibility and initiative.
10. Demonstrated ability to communicate with initiative, courtesy and tact with staff and all sectors of the public.
11. Demonstrated planning and organizing skills. Aptitude for detail work.
12. Considerable knowledge of Internet.
13. Demonstrated knowledge of MS Office programs particularly Word and Excel
14. Demonstrated knowledge of e-Readers and other electronic tools.
15. Physical ability to handle book bins, boxes of books and loaded book trucks.
16. Basic knowledge of cash procedures.
17. Keyboarding speed minimum 40 wpm.
18. Valid BC driver’s licence.

Drafted by:

Carla Phillips, Director of Human Resources _____

Date: _____

Approved by:

Stephanie Hall, Chief Executive Officer _____

Date: _____

INPUT PROVIDED BY:

Name	Position	Location
Debra Holley	Community Librarian I	Keremeos
Lynn Warfield	Community Librarian I	Okanagan Falls
Leigh Schaffer	Community Librarian I	South Shuswap