

## ***JOB DESCRIPTION***

**Position Title:** COMMUNITY LIBRARIAN II **Position: #P104 -17**  
**Dept/Branch:** Public Services  
**Reports to:** Public Services Manager  
**Position Supervises:** Assistant Community Librarian(s), Pages, Auxiliary Staff

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### **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 a population of between 5,000 - 15,000. 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.

Regularly provides readers' advisory and reference assistance, referring unresolved complex questions to appropriate 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 Allocations/Circulation Co-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 Ensures that maintenance duties are completed in a timely manner; re-allocates, sorts damaged/outdated materials; co-ordinates exchange of materials.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. 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.

May participate in committees or project teams for the purposes of developing policies, procedures and planning at an organizational level.

### **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.

Utilizes effective conflict resolution skills and works to achieve win-win solutions for staff and customer related problems.

Provides direction to staff 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 Human Resources Manager and Public Services Manager. 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 Human Resources Manager.

### **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**

Two (2) years post-secondary education

PLUS

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

#### **B. Experience**

Minimum four (4) years (full-time FTE) experience working in a public library setting including demonstrated experience in community relationships, outreach programming, in branch programming development and delivery, public speaking and a minimum of 1 year supervisory experience.

**C. Other Requirements**

1. Proficient with technology/e-devices.
2. Excellent oral and written communication skills and a proven ability to communicate with initiative, courtesy and tact with staff and all sectors of the public.
3. Proven track record of strong leadership skills and staff development
4. Thorough knowledge of public library policies and circulation procedures
4. Considerable knowledge of reference sources, reference interview techniques and search strategies.
5. Considerable knowledge of adult and children’s literature and resources.
6. Demonstrated knowledge of supervisory practices and procedures.
7. Considerable experience in using the Internet.
8. Demonstrated knowledge of electronic tools such as eReaders and mobile devices
9. Demonstrated knowledge of MS Office.
10. Demonstrated commitment to continuous learning for self and direct reports
11. Excellent organizational skills, with the ability to work independently as well as in a team environment.
12. Ability to carry out job functions with flexibility and initiative.
13. Demonstrated planning and organizing skills. Aptitude for detailed work.
14. Physical ability to handle book bins, boxes of books and loaded book trucks.
15. Basic knowledge of cash procedures.
16. Keyboarding speed minimum 40 wpm.
17. Valid BC driver’s licence.

**Drafted by:**

Carla Phillips, Director of Human Resources

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Date:

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**Approved by:**

Stephanie Hall, Chief Executive Officer

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Date:

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**INPUT PROVIDED BY:**

<b>Name</b>	<b>Position</b>	<b>Location</b>
Kathy Charlton	Community Librarian II	Golden
Wendy Jewell	Community Librarian II	Lake Country