

GREATER VICTORIA PUBLIC LIBRARY

PUBLIC SERVICES LIBRARIAN

Job Description

Reporting Relationships

Reports to: District Coordinator

Position summary

This union position reports to and is accountable to a District Coordinator, and is responsible for the development and delivery of branch and community services under the direction of the other library Coordinators. The Public Services librarian will provide and support program delivery, information services, reader's advisory and digital assistance as well as leadership in ensuring the provision of customer service. The Public Services librarian will support the goals related to Public Services and the strategic priorities of GVPL through service-wide portfolio assignments.

Key Accountabilities:

1. Assesses community priorities, needs and opportunities; assists in the development of services to communities in alignment with GVPL's strategic direction. Liaises with relevant community organizations and groups. Builds and maintains a network of community contacts.
2. Designs and delivers a wide variety of programming for all ages and ensures the delivery of services to the community.
3. Develops and provides group and/or individual instruction and assistance in the use of library services, collections and related technologies.
4. Advises and assists library users in and outside the library; answers reference, information and readers advisory questions, refers users to other agencies when necessary.
5. Participates in the development, maintenance and analysis of the library collections to ensure collection meets community needs. Maintains expert knowledge of library resources and collections.
6. Collaborates in the preparation of assigned program budgets and is accountable for effectively overseeing assigned budgets.
7. Gathers and analyses a variety of information regarding the use of library literacy services to determine community needs, service usage patterns, and information seeking behaviors and makes recommendations to senior library staff to inform planning of services.
8. Support delivery of excellent internal and external customer service through knowledge and utilization of the ILS.

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9. Assists with the research and development of public services procedures and policies. Participates in library research, grant initiatives and projects.
10. Assists in the development and is responsible for system-wide initiatives for identified users (e.g. Reading Buddies and Summer Reading Club).
11. Provides guidance to staff assisting with service delivery. In the absence of designated senior staff, takes charge of the library.
12. Promotes the use of library resources and services and works with other branch staff to create a safe and comfortable library space for all users.
13. Fosters and maintains positive work relationships with library staff, and works collaboratively with staff.
14. Participates in committees and task groups as appropriate and presents and prepares reports as requested.
15. Actively participates in the planning, implementation and evaluation of strategic goals and priorities.
16. Identifies new trends and possibilities for public library services and adapts to new and emerging technologies in order to provide effective customer service.
17. Promotes a safe workplace; ensures that all established safety and respect in the workplace procedures are followed
18. Carries out other duties essential to the position.

WORKING CONDITIONS:

- Library, office and community;
- Travel as required;
- Evenings and weekends;
- Valid BC Driver's License.

TOOLS AND EQUIPMENT:

- Operates personal computer, related equipment and standard office equipment;
- Software applications such as MS Office, integrated library system and electronic resources.

REQUIRED EDUCATION AND EXPERIENCE:

- MLS or MLIS degree from an accredited academic institution;
- Up to two years previous library experience in a public services capacity.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Sound knowledge of assessment techniques and practices in public libraries and ways to measure quality public service;
- Working knowledge of applicable laws and regulations such as the Library Act, FOIPPA;
- Working knowledge of principles, innovations and best practices of public library services, trends and technology and, changing library environments to improve services;
- Sound knowledge of reference, collections and related technologies;
- Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer needs and works collaboratively to develop customer focussed programs and services;
- Demonstrates leadership and strong interpersonal skills for dealing with a diverse group of staff, public and community groups;
- Excellent written and verbal communication skills and the ability to discuss public services issues in a language suitable to the audience;
- Ability to forge productive collaborations with a variety of community groups and organizations, and responsive to client and community needs;
- Ability to plan and conduct programs in the Library and in the community and to develop and deliver public presentations;
- Manages resources effectively through all stages of project planning and implementation
- Ability to instruct and train library users and other staff;
- Superior organizational skills and the ability to manage a variety of tasks simultaneously and in cooperation with leaders and teams;
- Ability to work with all age groups and types of people;
- Ability to use good judgment and apply analytical skills to all aspects of the position;
- Ability to interpret, explain and enforce library policies and procedures;
- Ability to be innovative, flexible, open to change and maintain positivity in a rapidly changing library environment.