Library Services Librarian II

Reporting Relationships

Reports to: Coordinator, Branch Operations

Supervises: N/A

Status: This is a unionized position (CUPE Local 410)

Position Summary

This union position reports to and is accountable to a Coordinator, Branch Operations and is responsible for the development and delivery of branch and community services and programs within an assigned portfolio. The Library Services Librarian II 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 Library Services Librarian II will support the goals related to Library Services and the strategic priorities of the Greater Victoria Public Library (GVPL) through branch-based responsibilities and system-wide portfolio assignments.

All duties are carried out adhering to GVPL policies, procedures, standards, and resources, and within provincial legislation and regulations, e.g., Workers' Compensation Act, Human Rights Code, and the collective agreement.

Working Relationships

The Library Services Librarian II:

- is an active member of a strong Library Services team. Leads and role models commitment to the highest quality of library service. Demonstrates a passion for providing excellent customer service;
- reports to and takes direction from a Coordinator, Branch Operations;
- develops appropriate working relationships within all levels of GVPL.

Key Accountabilities

Under the direction of a Coordinator, Library Services, the Library Services Librarian II:

1. Provides excellent internal and external customer service.
2. 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.
3. Assists in the development of and is responsible for system-wide initiatives within assigned portfolio.
4. Designs and delivers a wide variety of programs for all ages and ensures the delivery of services to the community.
5. Drives to meet with community organizations, to attend events and visit other locations.
6. Develops and provides group and/or individual instruction and assistance in the use of library services, collections, digital and related technologies and refers to other agencies when necessary.
7. Advises and assists library users in and outside the library; answers reference, information, and readers' advisory questions, refers users to other agencies when necessary.
8. 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.
9. Collaborates in the preparation of assigned program budgets and is accountable for effectively overseeing assigned budgets.
10. Gathers and analyses a variety of information regarding the use of library services, literacy services to determine community needs, service usage patterns, and information-seeking behaviors and makes recommendations to senior library staff to inform the planning of services.

11. Assists with the research, development and implementation of public services procedures and policies. Participates in library research, grant initiatives, and projects.
12. Provides guidance to staff assisting with service delivery. In the absence of designated senior staff, takes charge of the library.
13. 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.
14. Fosters and maintains positive work relationships with Library staff at all levels and works collaboratively with staff as needed.
15. Participates in committees, project teams and task groups as appropriate, gathers information and presents and prepares reports as requested.
16. Actively participates in the planning, implementation, and evaluation of strategic goals and priorities.
17. Identifies new trends and possibilities for public library services and adapts to new and emerging technologies in order to provide effective customer service.
18. Promotes and models a safe and respectful workplace; ensures that all established safety and respect in the workplace procedures are followed.

WORKING CONDITIONS

- Library branches and community organizations;
- May be required to lift objects weighing up to 20 pounds;
- Travel as required;
- Valid BC Class 5 driver's licence or a Class 7, Novice licence and a satisfactory driving record is required. A Class 7, Learner's licence is not acceptable;
- Evenings and weekends as required;

TOOLS AND EQUIPMENT

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

REQUIRED EDUCATION AND EXPERIENCE

- Completion of an MLS or MLIS degree from an American Library Association (ALA) accredited library program.
- One year experience as a Library Services Librarian in a public library.

An equivalent combination of education and professional level experience may be considered.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Sound knowledge of assessment techniques and practices in public libraries and ways to measure quality public service;
- Knowledge of subject matter content of assigned portfolio;
- 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, changing library environments;
- Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer needs and works collaboratively to develop customer focused programs and services;
- Excellent written and verbal communication skills;
- Ability to forge productive collaborations with a diverse clientele; variety of community groups and organizations, and to respond effectively to client and community needs;

- Ability to plan and conduct programs in the Library and in the community and to develop and deliver presentations to Library employees, patrons and community organizations;
- Superior organizational skills and the ability to manage a variety of tasks simultaneously and in cooperation with leaders and teams;
- Ability to work with people from diverse backgrounds;
- 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.