

Terryberry Branch

**COMMUNITY LIBRARIAN
TEMPORARY FULL TIME – 35 HOURS PER WEEK**

Job Summary:

Reports to the Manager; Assists Manager with daily operations; Coordinates services; Oversees and instructs staff; Acts as a resource person; Provides leadership and expertise for planning, developing and implementing local and system-wide programs and services; Responsible for front-line customer service within and beyond the walls of the library to community members; Provides leadership in the provision of services to promote lifelong learning in the community—including literacy, reference/readers advisory service, programming, and technology support

Job Duties:

Assists Manager; oversees daily operations; oversees and instructs staff; monitors staff performance and recommends appropriate interventions; develops individual learning plans and provides feedback and progress reports; acts as a resource person

Prepares an integrated schedule for location, using established guidelines; forwards for approval; oversees the maintenance of timekeeping and statistical records

Provides active leadership and expertise for planning, developing and implementing local and system-wide programs and services; assumes a leadership role on teams/committees; presents information to staff and at professional meetings and conferences

Develops and implements programs and services that are relevant to the needs and interests of the community and the system

Responds to facility and service issues following established guidelines; contacts the Facilities Help Desk, the Digital Technology Helpline or Management as required

Reviews services and operations; recommends changes; recommends objectives and outcomes; plans and implements projects; participates in branch planning, strategic planning processes and system initiatives; develops and executes work plans

Provides information services; conducts reference interviews; develops search strategies; recommends appropriate materials and formats

Develops and maintains an in-depth knowledge of collection and information resources; evaluates services for readers, Internet resources and online databases

Maintains and merchandises collections applying system guidelines; identifies and communicates collection gaps to the Collections Department

Demonstrates and instructs staff and customers in the use of library resources; plans and conducts training and provides orientation to services, collections, policies and procedures

Develops and maintains community contacts; represents the library in the community; identifies and modifies library services to reflect community needs and interests; provides outreach and makes presentations to community groups; promotes library collections and services to the community

Monitors, assesses and evaluates professional and community trends

Maintains professional knowledge and awareness of best practices for library services; attends training sessions and staff meetings

Plans, conducts and reviews programs such as book clubs and computer classes; organizes tours and special events

Provides circulation and membership services including maintaining good public relations with customers, interpreting and communicating library policies and procedures to customers, interpreting library account information, registering customers for membership and informing customers of damages to materials, materials mix-ups *etcetera*; resolves or refers complaints

Explores issues and develops solutions to better serve customers; coaches staff on and demonstrates excellence in customer service

Creates and maintains content for the library's website

Writes, updates and evaluates manuals and procedures; writes reports; composes correspondence; compiles and analyzes statistics; inputs and retrieves data

Receives and counts cash such as fine and float monies; issues receipts and refunds; sells items such as USB flash drives and headphones

Loads and unloads library materials

Performs preventive maintenance on equipment; contacts service personnel as required

Performs other duties as assigned which are directly related to the major responsibilities of the job

Minimum Qualifications:

Educational Requirements:

Master's Degree (MIS or MLIS) from an ALA accredited Library School.

Qualifications:

Valid Ontario Driver's Licence Class G

Experience:

Supervisory knowledge and experience organizing the workflow of self and others

Relevant knowledge and experience of planning and evaluating library services, collections, programs and training

Excellent working knowledge and experience of computer applications including word processing, spreadsheet and presentation software, online databases, Internet browsers , software applications for website creation and maintenance, information sharing technology and digitizing information

Competencies [knowledge, skills abilities]:

Demonstrates skill in communicating and presenting information, writing, consulting and practicing active listening [COMMUNICATION]

Displays a strong commitment to service excellence, understands service objectives, recognizes diverse customer needs and works collaboratively to develop customer-focused programs and service [CUSTOMER SERVICE FOCUS]

Analyzes and evaluates situations and issues, recognizes problems, anticipates consequences and develops appropriate courses of action [JUDGEMENT]

Displays a commitment to continuous learning in order to remain current with the library's policies and procedures, relevant legislation, trends, best practices and professional knowledge [KNOWLEDGE]

Effectively relates and engages others in the achievement of objectives and advocates for the role and mission of the library within the community and demonstrates team leadership and credibility [LEADERSHIP]

Manages resources effectively through all stages of project planning and implementation [PROJECT MANAGEMENT]

Prioritizes activities and works effectively independently, as part of a team and leading others, sets and achieves or surpasses goals [RESULTS ORIENTATION]

Physical Requirements:

Physical ability and stamina to operate relevant equipment, to retrieve materials and to perform tasks involving the lifting and movement of library materials and equipment

Legislative Requirements:

Works in accordance with all applicable Ontario Public Library, Occupational Health and Safety, Employment Standards, AODA, Human Rights, Labour Relations and Privacy legislation and all other relevant legislation

Organizational Requirements:

Adheres to policy and legislation identified in the Hamilton Public Library Policy and Procedures Manuals

Classification G - \$37.555 - \$44.182 hourly

Temporary Full Time; 35 hours per week; up to two (2) nights per week; includes Saturday and Sunday rotation; travel to other locations to conduct library business will be required.

Tentative Start: As soon as possible for a period up to August 2022 due to a maternity leave

Please be aware the selection process may involve any of interviews, test, and presentations or any combination thereof.

The Hamilton Public Library is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.

Applying:

- The deadline for this application is 11:59pm June 28, 2021
- Please visit www.hpl.ca and proceed to Jobs at HPL to apply through City of Hamilton recruiting site.
- Candidates proceeding to the formal interview process will also be required to submit a minimum of three (3) references as well as copies of proof of key qualifications (i.e. degrees, certifications, licences, driving abstract)
- Submission of references also stands as consent to obtain reference checks, personal or background checks and personnel file information as the Hamilton Public Library may require in connection with your employment. We respect the confidentiality of applicants and check references near the final stages of the selection process.
- The successful candidate will have to provide original proof of a Criminal Record and Judicial Matters Check. It is understood that the various checks referred are for employment purposes only and you agree that you will not hold any party liable for the information given or received.
- By submitting a resume, you are declaring that the information contained is true and complete to your knowledge. You understand that a false statement may disqualify you from employment, or cause your dismissal. We thank all applicants who apply and advise that only those selected for an interview will be contacted.