

Freedom to Belong and Discover

Please send application to recruit@hpl.ca on or before 11:59pm on date of application closing. Please quote job title, department or location, and position number.

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| JOB TITLE: | Community Librarian, Red Book |
| PAY BAND: | Grade G - \$40.774 to \$47.969 hourly |
| POSITION STATUS: | Temporary, Full Time (for a period of up to 8 months, with possibility of extension to 12 months) |
| POSITION #: | 12929 |
| LOCATION: | Central Library Branch Some travel to conduct Library business as required. |
| START DATE: | As soon as possible. |
| SCHEDULE: | 35 hours per week; evenings and weekends as required; |

JOB SUMMARY:

The Red Book (Hamilton Public Library or HPL) Information and Referral Service we provide to the Community uses a relational database of over 3500 records of local community information (human/social services) in the Hamilton Community. Reporting to the Manager, Program Development, and working in cooperation with the Manager, Collections, this position ensures that records are updated to provide accurate and current information to our data-sharing partners and to meet our contractual obligations.

Assists the Manager, Program Development, leading strategies to promote the value and increase the visibility of the Red Book through outreach, event-planning, research, information sharing with staff and engagement with the broader Hamilton community.

JOB DUTIES:

- Be responsible for the implementation, improvements, and maintenance of the Red Book (HPL) database.

- Proactively build relationships with community partners, develop strategies for engagement and outreach, promote the value and raise awareness of the Red Book Community Information (and HPL's information and referral services) both internally and externally.
- Collaborates with staff from various departments, providing direction, determining timelines, communicating progress, and setting workflows as it pertains to Red Book.
- Assumes a leadership role on teams/committees; presents information to staff and at professional meetings and conferences.
- Responsible for front-line member service within and beyond the walls of the library to community members;
- Assists the Manager, Program Development and the Senior Leadership team with external research and recommendations to support service and policy developments.
- In consultation with the Manager, develops training and outreach strategy for staff and the public.
- 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.
- Provides circulation and membership services including maintaining good public relations with members, interpreting and communicating library policies and procedures to members, interpreting library account information, registering members for membership, materials mix-ups; resolves or refers complaints, creates awareness through programming, outreach, and partnerships within the community.
- Demonstrates and instructs staff and members in the use of library resources; plans and conducts training and provides orientation to services, collections, policies and procedures.
- Assists Manager; Supervisory knowledge to oversee 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.
- Receives complaints; explains policies and procedures; makes adjustments; refers complaints as required.
- Maintains and updates branch/department procedures related to job duties; forwards for approval.
- Performs preventive maintenance on equipment; contacts service personnel as required.
- Attends training sessions and staff meetings.

- 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 required for travel to library locations to maintain collections

Inform USA/Inform Canada Certification is an asset (formerly AIRs Certification).

Experience:

Knowledgeable of, and experience working with, various social services, non-profits, public services, and institutions.

Knowledgeable of database structure, able to critically analyze functionality of a website (UI and back-end), and confident to make recommendations for technical improvements.

Excellent team player with the ability to collaborate and work effectively in a complex decision-making environment.

Strong commitment to high professional and ethical standards. Commitment to principles of intellectual freedom, inclusiveness, service excellence and the library's mission, values and goals.

Strong leadership skills with a focus on both team building and achieving impact. Effectively managing multiple projects and priorities at the same time and meeting deadlines.

Knowledge of current trends and professional issues in public library services, social services and community information services.

Evidence of high productivity and problem-solving skills when working independently and in groups as changing situations require.

Self-motivated, detail-oriented, with good team-working skills, a strong service orientation, and a demonstrated commitment to staff development and diversity in an environment of continuous.

Experience working in a library environment providing, improving and evaluating Library information Services is preferred.

Skills / Competencies:

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 member needs and works collaboratively to develop member-focused programs and service [MEMBER 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]

Demonstrates ability to understand and to apply the purpose and principles of subject analyses and the role of controlled vocabularies [KNOWLEDGE/CATALOGUING]

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 Occupational Health and Safety, Employment Standards, Human Rights, Labour Relations and Pay Equity legislation and all other relevant legislation.

Organizational Requirements:

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

This position requires the completion of or enrollment in an Experiential Learning Programming relevant to the role posted. All programming positions, including Librarian, requires the completion of the YS ELP. All Librarian roles require the Librarian ELP.

HPL employees and users of HPL cloud-based applications are required to use Multi-Factor Authentication (MFA) as an essential measure to enhance the protection of HPL's technology assets. MFA augments technological security by requiring two steps for full authentication. Employees who do not have a Library-provided cellphone are expected

to use their personal cellphone or internet connected device to satisfy the MFA requirement consistent with HPL policies and procedures.

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

Applicants who are successful for a position will have a maximum of **72 hours** to accept or decline an offer, barring unforeseen circumstances to be evaluated on a case-by-case basis, from the date of offer (excluding Sunday and Statutory Holidays).

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