

Position Title : PUBLIC SERVICES LIBRARIAN **Position #P502-24**
Dept/Branch : Public Services
Reports to : Branch Head Librarian or Reference and Instruction Supervisor
Position Supervises: N/A

I. Position Summary

Under the direction of the Branch Head Librarian, the incumbent is responsible for the planning, organizing, delivery and evaluation of in branch services and programs. Public Services Librarians will be asked to participate on various committees to support system-wide library services, resources, and programs. This position may also be called on to support ORL with research required in support of strategic initiatives.

The Public Services Librarian liaises with community members, schools, service agencies and cultural organizations to determine community needs and promote library services and programs.

II. Accountabilities

1. Programming and Library Services

Delivers effective library service to customers, with a focus on services for adults.

Designs and delivers in person and online programs to meet community and individual needs.

Maintains the appearance of the library as an inviting space for customers to gather, socialize, read, and study.

Provides technical help and instruction for customers including providing access to digital library collections and services and supporting customer use of ORL Makerspaces.

Promotes circulation of library materials through regular collection maintenance, tidying and facing library shelves, and creating and maintaining book and materials displays.

2. Community Engagement

Under the direction of the Branch Head Librarian, collaborates with outside agencies and individuals in the provision of library programs and services with a focus on adult users.

Ensures that all branch staff and public are aware of the scope and importance of adult services and are aware of adult programs.

Effectively promotes library services in the community. This includes working with the Marketing Department to prepare publicity and reading aids, organizing community tours and visits, and participating in media events.

3. Reference and Research

Provides readers' advisory services and reference services to customers as required.

Supports customers across the system by handling reference referrals from branches without professional librarians and answering online reference questions.

Provides research support to committees / teams and the senior management team as requested.

4. Staff Oversight

Provides support, training, and guidance to non-professional staff as required, especially in adult services.

Will periodically be assigned to Acting Branch Head Librarian when Branch Head Librarian is not in the building.

5. Committees

Public Services Librarians provide professional input on various ORL committees. Librarians are expected to serve as needed on committees, including attending meetings and completing necessary committee work.

6. Collection Maintenance

Ensures that the adult collections are current, attractive and appealing to the public.

Under the direction of the Branch Head Librarian and the Reference and Instruction Supervisor, evaluates and maintains branch adult library collections.

Carries out weeding of collections under the direction of the Branch Head Librarian.

Identifies collection gaps and advises the Head of Collection Development.

7. Administration

Collects statistics and reports on library activities as required.

8. Other duties

Carries out other duties of a similar or lesser scope as required.

III. Working Conditions

Works in an open/office environment. Has contact with the public, employees at Library Headquarters, and other branches. In the planning, promotion and delivery of services has contact with schools, community organizations, businesses, and individuals.

May be required to lift and push heavy objects.

IV. Job Specification

a. Education

Master's degree from an accredited library school.

b. Other Requirements

Understands and appreciates of the philosophy of public service to all, in accordance with human rights legislation and the principles of equity and access in the delivery of library service.

Knowledge of library collections, resources and programming methods.

Confident leading public programming for a diverse customer base. Demonstrates enthusiasm, flexibility, presentation and problem-solving skills.

Considerable knowledge of reference resources and interviewing techniques. Awareness of intellectual freedom issues.

Strong organizational skills with the ability to work independently and in a team environment.

Effective project and time management skills.

Capacity for problem solving including the ability to readily adapt to shifting priorities and new service directions.

Ability to develop effective working relationships with others within and outside the library system.

Excellent oral and written communication skills, with basic knowledge of public relations techniques.

Ability to supervise and train staff effectively.

Valid B.C. Driver's License

Must have own vehicle.