

1. IDENTIFICATION

Position No.	Job Title	Supervisor's Position
08-8254	Head Librarian, Iqaluit Centennial Library	Manager, Nunavut Public Library Services

Department	Division/Region	Community	Location
CLEY	Library Services/Baffin	Iqaluit	Iqaluit Centennial Library

Fin. Code: 0875 01 2 235 0850090 01 1000

2. PURPOSE

Main reason why the position exists, within what context and what the overall end result is.

This position manages the operations and programs of Iqaluit Centennial Public Library and ensures the provision of public library services to the City of Iqaluit in accordance with Nunavut Public Library Services (NPLS) standards, procedures and guidelines, in order to meet the informational, educational, cultural and recreational needs of residents and visitors to Iqaluit, the Capital of Nunavut.

CLEY was created to safeguard and promote Nunavut's culture, heritage and languages. As a lead department, there is expectation for every position to support this and implement and mandate.

3. SCOPE

Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of the impact?

This position is located in Iqaluit Centennial Library and reports to the Manager, Public Library Services, Nunavut Public Library Services (NPLS), Department of CLEY, in Baker Lake, Nunavut. One full time library staff and three part-time assistants, and a roster of volunteers are supervised by and work with the incumbent to provide a wide range of library services. The incumbent must work cooperatively with the Iqaluit Centennial Library Board to secure supplementary funding and community support for enhancement of programs, services or collection development not covered by the NPLS.

The Iqaluit Centennial Library is the largest and busiest public library in Nunavut, as measured by its patron count, circulation, and reference statistics. The programs and services it offers directly enhance the quality of life for the general public. Library programs support territorial literacy initiatives. The library also houses a valuable collection of northern archival materials and ten public Internet access workstations.

4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers why the duties of the position are being performed. For a supervisory or managerial position, indicate the

subordinate position(s) through which objectives are accomplished.

1. Ensures the provision of direct library services to meet the informational, educational, cultural, and recreational needs of the general public through the scheduled public service hours, with the assistance of front desk staff and a volunteer program, in accordance with Nunavut Public Library Services policies and standards. Results are measured in library patron visits, items circulated, and reference questions asked.

Main activities:

- Scheduling open general services hours to meet the needs of the public, including evening and weekend hours of work, and ensuring paid staff coverage for these hours.
 - Processing library materials borrowed/returned, registering new patrons and linking library materials using the library's automated database (VTLS);
 - Assisting the public to locate and retrieve information. Providing reference services to patrons through knowledge of the VTLS library catalogue, other library online catalogues, and using a variety of library materials on hand (books, audio-visual, periodicals and vertical files), enabling patrons to find the information they are seeking;
 - Assisting and training patrons in how to use the public access computers and assisting with Internet reference questions;
 - Assisting with general computer maintenance and initial trouble shooting for application problems/connectivity issues for public access computers.
 - Providing interlibrary loan service, by assisting patrons in Iqaluit wishing to access items available from other sources and by supplying materials requested by other libraries.
 - Developing library policies to meet specific Iqaluit service needs not covered by general NPLS standards and policies (e.g. circulation limits, volunteer service, special collection development)
 - Maintaining accurate patron and circulation records and supervising accessibility of materials through regular shelving and shelf-checking of materials.
 - Maintaining the quality of collection by advising on library collection materials to be added, removed or repaired.
 - Being responsible for the security of the library's collection and equipment, and supervising the use of the rare and valuable materials in the archival collections.
2. Provides programs to support the educational needs of the community institutions, to promote literacy, and to encourage public use of library services. The incumbent must display initiative in maintaining public interest in current programming and in developing new programming, as the library's programs are mandated by precedent and local library policy rather than NPLS general standards. Results are measured in number of programs offered and program attendance.

Main activities:

- Scheduling of non-public service hours to provide special programs as required and staffing the library during these hours.
- Developing and presenting library skills instruction materials for school visits.
- Coordinating, developing and presenting reading and literacy programs such as parent-child story hours, visits and reading by authors, and events that showcase local expertise and involve the community in library activities.
- Ensuring the promotion of library service and available materials through in-library displays, media contact, distribution of posters and flyers, development of informational brochures and personal contact with both patrons and other library professionals in the community.
- Promoting and supervising the co-operative use of the library with other community service groups with compatible aims.

3. Train library staff and community volunteers in providing front desk service to the public. As there is no library training institution in Nunavut, training programs must be provided on the job and the quality of services offered to patrons reflects directly the quality of the training provided by this position to other staff. Although some training materials and guidelines are provided by Nunavut PLS, such as the basic procedures manual, the size and scope of activities in Iqaluit means additional training is required and must be locally developed for reference, readers advisory, interlibrary loan services and automated circulation training.

Main activities:

- Developing training plans;
- Conducting on the job training sessions;
- Preparing and conducting volunteer training workshops;
- Participation in NPLS training workshops as and when offered

4. Supervise staff (full time and part time, summer students, and volunteers), within established Government of Nunavut guidelines and budget, in order to promote effective, efficient and motivated staff in a safe and secure working environment.

Main activities:

- Recruitments and progressive disciplinary action.
- Performance evaluation and assessment,
- Controlling work schedules.
- Work planning and priorities.
- Maintaining leave and attendance records for indeterminate staff.

5. Manages library equipment and supplies, within the approved budget, in order to ensure prompt and continuous provision of service to the public.

Main activities:

- Monitoring and purchasing office supplies and specialized library supplies within the Iqaluit Library Materials and Supplies Budget and submitting all financial paperwork to the department;
- Managing the Iqaluit Library Petty Cash Fund and submitting all financial paperwork to the department;
- Maintaining inventory records (e.g., for periodicals, physical assets and equipment etc) and filing loss and damage reports for missing library collection items.

5. KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Knowledge identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviours and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

These requirements are in reference to the *job*, not the incumbent performing the job.

The incumbent must have excellent human relations and verbal and written communications skills to effectively supervise staff and interact with library users. The library serves three language communities. English is essential. Inuktitut is a strong asset. French is an asset. The incumbent will also be dealing with patrons of all ages, from toddlers to the elderly, and requires tact and discretion in handling the very personal information needs of certain patrons. The incumbent must also feel comfortable delivering

programs and presentations in front of various types and ages of audiences.

The incumbent must have excellent research and reference skills, including an understanding of how to conduct a reference question patron interview, in order to meet the increasingly sophisticated information needs of the general public in Iqaluit.

The incumbent should be knowledgeable about recent developments in information technology, with an emphasis on available resources of information through print, visual and online media, in order to provide patrons with advisory services for both informational and recreational needs. Knowledge of current trends in the publishing world and in literacy promotion is a definite asset.

The incumbent must demonstrate strong organizational and record-keeping skills, as misplaced or unaccounted for collection materials have an extremely negative impact on patron service.

The incumbent should have at least two years experience in providing training and instruction, both for training in the provision of services and for providing library skills instructions to patrons.

The incumbent requires experience in using computers in a wide variety of applications, including online library catalogues (i.e. Amicus), Internet searching, e-mail, word processing and database applications. Experience with any established library automated catalogue is an asset.

The incumbent should demonstrate an understanding of basic library organization principles and skills. Knowledge of the Dewey Decimal classification system and Library of Congress subject headings is a strong asset.

Knowledge of Nunavut, its community needs, and Inuit culture and history is an asset.

This combination of knowledge, skills and abilities is typically accomplished through obtaining a Library technician diploma at an accredited institution, combined with at least one year of experience working in library reference or circulation services dealing directly with the public, or through obtaining a post-secondary diploma in a field requiring research skills (e.g. BA or BSc) combined with library courses and work in a library, public service or information service position.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

During public service hours, the incumbent may be required to stand for several hours at a stretch while serving patrons or presenting a program. The incumbent is required to move heavy boxes of books and to re-shelve materials. Special library programs may require the shifting of furniture and library materials.

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Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

Training requirements may disrupt work schedules. Library materials accumulate dust easily and contribute to a very dry working environment. The incumbent may be regularly exposed to patrons with colds and other illnesses.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

The incumbent has to supervise both adults and children's areas of the library, and be aware of patrons who may be disruptive to other patrons using the library (e.g. noisy children, intoxicated patrons coming in off the street). Frequently, this supervision must be carried on at the same time as serving patrons at the front desk in response to questions, checkout of items, etc. Any indication of destructive behaviour must be dealt with immediately. The incumbent's sense of smell may be required to detect patrons smoking or bringing food into the library, which are not permitted. Several patrons may line up at once requesting diverse forms of assistance, which requires a division of attention and tactful handling in order to meet all needs equitably. The incumbent may need to determine whether disruptive behaviour outside the library constitutes a concern for the building (e.g. rock-throwing children).

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

The incumbent is required to do a lot of training in this position, which requires tact and patience, particularly in the training of unpaid volunteers. The training may also require changes to the incumbent's schedule, which can be stressful. Dealing with vandalism and library security can be stressful. Dealing with problem patrons such as intoxicated persons, noisy and abusive children, and those dissatisfied with some aspect of the service, can be stressful. Trying to meet patron's information needs with often inadequate resources is stressful.

7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

8. ORGANIZATION CHART

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.