

**1. IDENTIFICATION**

Position No.	Job Title	Supervisor's Position	Financial Code	
See Appendix	Assistant Librarian	Head Librarian (08-08254)	08510-01-1-235-0851010-01-????	
Department		Division/Region	Community	Location
Culture & Heritage		Public Library Services, Iqaluit (08570-01)	Iqaluit	Iqaluit

**2. PURPOSE**

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

This position supports the provision of public library services to meet the informational, educational, cultural and recreational needs of residents and visitors to Iqaluit, under the supervision of the Head Librarian.

**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 that impact?**

This position is located at the Iqaluit Centennial Library and reports directly to the Head Librarian. The incumbent works alongside other library staff to provide library services. Libraries are instrumental in promoting literacy and critical awareness within the community. The Iqaluit Centennial Library is the largest and busiest library in Nunavut, as measured by patron visits, circulation and reference statistics. The Department of Culture and Heritage was created to safeguard and promote Nunavut's culture, heritage and languages. As a lead department, there is an expectation that every employee will work to implement the departmental mandate. The incumbent is expected to ensure Inuit Qaujimagatutqangit forms the basis of their work

## 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 management position, indicate the subordinate position(s) through which objectives are accomplished.

1. **Assists in providing direct library services in order to meet the informational, educational, cultural and recreational needs of the community, according to Nunavut Public Library Services standards. Results are measured in program statistics, patron visits, reference questions and items circulated.**

**Main activities:**

- ◆ Providing outstanding service to patrons accessing library resources in person and remotely;
- ◆ Processing materials borrowed and returned by patrons and registering new patrons using the NPLS Integrated Library System (ILS);
- ◆ Following library procedures to link library material to the ILS and change item statuses as required;
- ◆ Providing reference service to patrons through knowledge of the ILS, NPLS online catalogue, other online library catalogues, reference and educational software, including materials on hand (books, audio and video resources, NPLS proprietary databases, magazines and other Internet resources);
- ◆ Supervising the use of the public access computers; ensuring that patrons do not exceed their time limit to ensure that all patrons have a chance to use the computers;
- ◆ Assisting patrons in the use of electronic equipment, including printers, scanners, microfilm viewers and other devices. Ensuring fees are collected for the usage of materials involved;
- ◆ Referring unanswered reference queries and requests to the supervisor. This includes leaving detailed e-mails because the supervisor is not present;
- ◆ Following library procedures while patrons are accessing rare northern archival materials;
- ◆ Following library procedures when dealing with emergency situations such as inappropriate patron behaviour and building problems and reporting to supervisor in writing;
- ◆ Following library procedures for opening, closing and locking the library to ensure building safety;
- ◆ Assisting with the support of programming and other activities provided by third party organizations (including Friends of the Library).

2. **Performs administrative duties, to assist in maintaining the library collection and records, according to Nunavut Public Library Services policies.**

**Main activities:**

- ◆ Recording accurate statistics of reference queries and patron count while on duty;
- ◆ Shelving materials correctly in the collection and participating in routine shelf-reading to ensure that the library collection is in order;
- ◆ Assisting with the annual re-registration and updating of patron records;
- ◆ Accepting payment for lost or damaged materials, photocopies, purchased paperbacks and issuing receipts, as required;
- ◆ Completing attendance and leave accurately and in a timely fashion;
- ◆ Being familiar with the NPLS Policy and Procedure Manual.

3. **Assists by promoting special themes and displaying other sources of information which helps to promote literacy;**

**Main activities:**

- ◆ Helping to organize and set up specific display themes in the library;
- ◆ Keeping informed of community and library activities and being able to pass this information on to interested patrons;

- ◆ Organizing and implementing programming that meets the needs of Iqalumiut.

#### 4. Attending training sessions to meet job requirements and develop skills.

This position is considered to be a highly sensitive position.

## 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 behaviors 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.**

#### **Contextual Knowledge:**

- ◆ Knowledge and understanding of basic library organization principles and skills;
- ◆ Familiarity with computers (including Windows OS, Mac OS, iOS, MS Office, Android or Linux software);
- ◆ Knowledge in a wide variety of applications, including online library catalogues (i.e. Worldcat), internet searching, e-mail, word processing and database applications;
- ◆ Knowledge of trends in public library services;
- ◆ Knowledgeable about recent developments in information technology, with an emphasis on available information resources in print and online, in order to provide patrons with advisory services for both educational and recreational needs;
- ◆ Knowledge of program delivery and presentations to audiences of all ages and backgrounds;
- ◆ A general knowledge of Nunavut and the needs of the community.

#### **Skills & Abilities**

- ◆ The ability to work afternoon, evening and weekend shifts to cover public service hours. The library being open to the public is dependent on the incumbent's presence;
- ◆ High regard to punctuality
- ◆ The ability to address patrons and building problems while on duty and ensure that the building is properly locked after closing.
- ◆ The ability to communicate effectively (verbal and written) with patrons, supervisor and library volunteers.
- ◆ The ability to interact with patrons of all ages, individually or in groups, in a courteous manner. Confidentiality is essential and must be adhered to when dealing with personal or sensitive information requests from patrons.
- ◆ Excellent communication skills to effectively and interact with library patrons;
- ◆ The ability to work with the library's Integrated Library System (ILS), other online library catalogues, plus proprietary databases in order to assist patrons with their requests.
- ◆ The ability to assist patrons to use the Internet for research is important.
- ◆ The ability to apply a creative and critical approach when helping patrons with their questions.
- ◆ The ability to understand and work with existing and new technologies in audio, video, image and physical object formats, including but not limited to printer and scanner software and hardware, digital cameras and tablets.
- ◆ The ability to adapt quickly and easily to new technology is considered essential to this position.

- ◆ Public service is the incumbent's first priority while on duty. The incumbent must be able to handle several demands at the same time, including helping patrons look for library materials, assisting and monitoring patrons using the public access computers, checking items in and out and completing other duties assigned by the supervisor.
- ◆ The ability to rank materials in numerical and alphabetical order which is required to re-shelve books, shelf-read and keep accurate circulation and patron card records;
- ◆ This position requires tact and discretion in handling personal information and needs of patrons of all ages;
- ◆ Other duties may be assigned as required.

**These skills and knowledge are normally acquired through:**

- ◆ A high school diploma with grade 12 English and a minimum of 1 year experience in a front-line service position is required.

Equivalencies consisting of a combination of education and experience may be considered.

**Assets:**

- ◆ The ability to speak Inuktitut is considered a strong asset.
- ◆ The ability to speak French is considered an asset.

## 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 Assistant Librarian may be required to stand for several hours continually while serving patrons. The Assistant Librarian is required to move heavy boxes of books to re-shelve materials. Special library programs may require the shifting of furniture and library materials.

### 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 disrupt regular work schedules and travel requirements and conditions that increase the risk of accident, ill health or physical discomfort.**

The incumbent is required to work afternoon, evening and/or weekend shifts. Library materials accumulate dust easily and contribute to a very dry working environment. The Assistant Librarian may be regularly exposed to patrons with 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 and judge speed and accuracy. It may include concentrated levels of attention to details through one or more senses.**

The Assistant Librarian has to monitor both adult and children 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, other disruptive behaviour, etc...). At times, monitoring of these areas must be carried out simultaneously with serving patrons at the front desk in response to questions, checkout requests, etc... Any indication of destructive behaviour must be dealt with immediately. The Assistant Librarian'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.

### 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.**

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. Dealing with the public access computers can cause stress as some patrons may become angry when their computer time limit is up. Answering diverse information questions and maintaining a pleasant manner under pressure can be difficult when there are several patrons who require help at the same time.

**7. CERTIFICATION**

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

**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”.**

**9. Appendix**

Position	Community	Supervising	Distribution Code
08-08248	Iqaluit	08-08254	08510-01-1-235-0851010-01-????
08-08252	Iqaluit	08-08254	08510-01-1-235-0851010-01-????

To be updated