Neighbourhood Librarian
Public Services

We aspire to be a vibrant and welcoming community space that reflects, serves and includes everyone who calls Saskatoon home. To achieve this goal, we’ve set forth an ambitious plan for modernization and growth.

We are looking for energetic and passionate team members to help us fuel the change, and write the next great chapter in the story of Saskatoon Public Library.

Posting ID: 20-055-T
Posting Date: September 4, 2020

Position Details
Full-time, Term, up to 6 months

Number of Positions Available
1

Hours of Work
36.25 hours per week

Remuneration
Pay Band 11: $55,730.40 - $66,644.40 per annum

Position Currently Located At
Carlyle King Branch

Closing
All applications must be received online by Friday, September 11, 2020 at 4:30 pm.

Apply Online
https://saskatoonlibrary.ca/about/careers/

(Position ID # 8589 Budget # 49050; HR # 20-055)
Neighbourhood Librarian
Public Services

Reporting Relationship
This position reports to the Manager, Branches.

Position Overview
The Neighbourhood Librarian is responsible for providing community engagement, programming planning and delivery, advanced information services, and collection development recommendations for Saskatoon Public Library (SPL) at the assigned branch.

The Neighbourhood Librarian maintains a focus on the surrounding community, working in coordination with branch employees, Community Librarians, Programming Librarians, and Welcoming Initiatives Librarians to ensure the branch provides relevant services and builds partnerships that meet the needs of the surrounding neighbourhoods. Working with the Manager, Branches, the Neighbourhood Librarian reviews existing services, develops, and implements innovative programs and services that reflect the diverse needs and backgrounds of the community. This position works to support the needs of the community in alignment with SPL’s Strategic Plan and Service Model.

This position provides customer service and support for in-house reference services by participating in public reference questions, including virtual reference, readers’ advisory, technology questions, research in special collections, and is responsible for resolving patron concerns in accordance with SPL’s established guidelines. This position is accountable for ensuring compliance with SPL’s policies and procedures. This position participates on assigned teams and committees and will have the opportunity to participate in the system-wide planning of services, programs and other projects.

The Neighbourhood Librarian may be required to adjust work priorities and assume responsibility for the portfolios covered by the Community Librarian, Programming Librarian and/or Welcoming Initiatives Librarian in order to align with strategic priorities and needs. The Neighbourhood Librarian may be required to assume temporary operational supervision of the assigned branch in absence of the Manager, Branches.

Key Duties
1. **Community engagement & relationship building:** Spending time in the community at events, meetings, with community members and at the Branch. Community mapping and planning for community engagement in the Branch area. Working with Community Librarians, Programming Librarians, and
Welcoming Initiatives Librarians to implement surveys and other forms of community conversation, consultation and research in the Branch area.

2. **Planning & implementing community services in partnership:** Working with Community Librarians and partners to develop and implement public services in the Branch or in the community in the Branch area. Services may be delivered by other SPL employees, community partners, or as part of vertical teams.

3. **Customer service & information public service support:** In-depth reference for the Branch and area, and resolving routine patron concerns.

4. **Collection development recommendations:** Working with the Community Librarians, Welcoming Librarians and Selection Librarians to make collection development recommendations that serve the needs of the community.

5. **Planning & implementing Branch programs in partnership:** Working with colleagues and partners to develop and implement programs in the Branch and in the community. Programs may be hosted or run by other employees at SPL or as part of vertical teams.

6. **Outreach:** Planning and participating in library programs and events in the community.

### Qualifications

- Masters of Library Science or Masters of Library and Information Science Degree from an ALA-accredited program.
- Minimum of one year experience within the past five years working with the public.
- Demonstrated knowledge, skills and abilities in the stated accountabilities and competencies.
- Ability to travel independently to and between SPL activities and locations as required.
- A current, acceptable Criminal Record Check.
- A current, acceptable Vulnerable Sector Search.

### Key Accountabilities

#### Leadership & Team Building

- Participates in work-unit strategy and planning, recommends strategies and process changes.
- Participates in conducting branch-hosted programs.
- Develops and executes individual work plan in consultation with manager.
- Assumes a leadership role on teams, committees and working groups as assigned.
- Plans, leads and conducts orientation and training for new employees relating to public services, programming and SPL policies and procedures, including acting as a system-wide trainer as necessary.
- Ensures identification, planning, development and implementation of relevant services in consultation with community organizations.
- Takes a leadership role in implementing approved changes to the Branch.
• Leads planning, development, implementation and assessment of programs, tours, events and services.
• Reviews existing services, programs and operations from a community perspective; identifies opportunities for improvement; recommends desired goals, objectives and outcomes; plans, develops and implements approved changes.
• May perform responsibilities related to workflow planning for Library Service Associates, Pages, and/or Casuals, including assisting the Senior Manager or Manager, Branches with recruitment, supporting employee performance and performance evaluation.

Strategic & Operations Management
• Develops content for SPL’s intranet.
• Develops content for SPL’s Program Guide & online events calendar.
• Reviews content for SPL’s website.
• Plans and oversees projects to ensure the quality, effectiveness and efficiency throughout each stage.
• In the absence of the Manager responds to facility, service and patron matters following SPL established guidelines; contacts relevant employees for assistance as required.
• As needed, provides operational oversight for the facility, responds to facility and service issues following established guidelines; contacts relevant personnel for assistance as required.
• Drafts communication material about services, programming and operations including writing and updating manuals or procedures, contributing to grant applications, drafting reports, and compiling and analyzing information.
• Maintains work-unit or branch manuals or procedures.
• Analyzes trends; develops plans and strategies to address these trends.
• Anticipates issues and proactively works to mitigate risk.
• Recommends ways to improve the success of planned initiatives.
• In collaboration with Selection Librarians, takes a lead in the branch for collection maintenance and merchandising, selection of group loans and withdrawn materials.
• As required, performs responsibilities related to daily operational scheduling in the branch ensuring compliance with SPL policies and procedures in consultation with Manager.

Service Excellence
• Provides excellent customer service including working out on the floor, roving and at services points at the branch, and actively engaging the public in the provision or service.
• Identifies opportunities to serve the community through recommendations for service, collection and programming enhancements; understands SPL’s service goals.
• Works with understanding and compassion to serve people who face marginalization.
• Provides information services; conducts reference interviews; develops search strategies; recommends appropriate materials and formats; assists with devices and technologies.
• May provide in-depth reference including but not limited to: reference for special collections such as local history archives, special collections, accessible collections and legal collections.
• Provides basic and advanced information services including but not limited to: conducting reference interviews; developing search strategies; recommending appropriate materials and formats; assists with devices and technologies.
• Develops and maintains an expert knowledge of collection and information resources, relevant technologies and online material; evaluates services and collections.
• Provides circulation services, including but not limited to: assistance with quick check machines, account creation and modification, interlibrary loans, holds, fines, and purchases.
• Plans and conducts class visits, tutorials, presentations, tours and hosted programs.
• Plans, develops and implements local partnerships.
• Instructs patrons in the use of library resources and technologies; collaborates with colleagues to plan and conduct training sessions, and provides orientation to patrons to SPL services, collections, policies and procedures.
• Within the directions set by the Senior Manager or Manager, Branches takes a leadership role on identifying, developing, implementing, and assessing services and programs that respond to community needs.
• Maintains professional knowledge and awareness of best practices for library services and community engagement; attends training sessions as required.
• Provides expertise for planning, developing and implementing local and system-wide partnerships.
• Identifies and communicates collection and service gaps to appropriate employees.
• Facilitates community engagement events and other community meetings.
• Works with Selection Librarians to operationalize collections plans for the branch.
• Takes a leadership role in the public feedback process, ensuring the timely follow-up and resolution of complaints.
• Interprets and communicates library policies and procedures to patrons; resolves or refers complaints.
• Maintains privacy of patrons and exercises discretion when dealing with the public.

Financial Management
• Reconciles floats and cash out remittance within established SPL policies and procedures and redirecting this information to the Senior Library Service Associate, Senior Manager or Manager, Branches as required.
• Resolves questions and concerns regarding fines, fees and payments, and handles routine financial transactions within established SPL policies and procedures.
• Works with the Senior Manager or Manager, Branches to prepare budgets of project plans for programs and services involving community groups.
• Reviews annual budget with Senior Manager or Manager, Branches and may be required to provide recommendations for shifting available resources to meet strategic priorities.
• Tracks budgets and spending for projects, programs and services as approved by the Senior Manager or Manager, Branches.
• In the absence of the Senior Library Service Associate, may manage the budget for branch Pages and Casuals.
• In the absence of the Senior Library Service Associate, may administer petty cash processes and procedures.
Relationships with Internal & External Partners

• Takes a leadership role in employee meetings.
• Acts in a collaborative fashion with other employees, both as a member of teams and on a daily, operational basis.
• Works collaboratively with external agencies and organizations.
• Presents information to colleagues, to community groups, and at professional conferences, as required orally and in writing.
• Demonstrates and instructs patrons in the use of resources and technologies; provides orientation for patrons to SPL services, collections, policies and procedures.
• Uses active listening and observation to collect feedback from patrons, sharing this feedback with colleagues and leadership.
• Develops and implements programs, services and partnerships relevant to the needs and interests of the community and SPL in collaboration with other Librarians and in consultation with the Senior Manager or Manager, Branches.
• Develops and maintains relevant community contacts.
• Represents the library and library services in the community, including at meetings, outreach opportunities and community events.
• With approval from Senior Manager or Manager, Branches identifies and modifies library services to reflect community needs and interests.
• Identifies diverse community needs, and works collaboratively to develop public-focused programs and services to meet community needs.
• As required, works in collaboration with other Librarians to draft and develop partnership agreements with community organizations when approved by the Senior Manager or Manager, Branches.
• Liaises with the media and participates in media interviews and information requests when approved by Senior Manager.
• Builds relationships to support planning, developing and implementing branch-specific partnerships.
• May hold membership in community groups, board or committee on behalf of SPL.

Other Accountabilities

• Performs other duties as assigned.

Demonstrated Competencies

• Commitment to customer service excellence and understanding of service objectives.
• Ability to identify diverse community needs, and works collaboratively to develop public-focused programs and services to meet community needs.
• Ongoing commitment to learning and self-improvement; desiring and making an effort to acquire new knowledge or skills for work.
• Proficiency in planning, prioritizing and delegating tasks.
• Proficiency in anticipating challenges, evaluate potential impacts and developing appropriate courses of action.
• Ability to exercise flexibility, initiative and good judgement.
• Intercultural awareness and the ability to create an inclusive and diverse workplace.
• Proficiency in understanding and serving people who face marginalization.
• Excellent active listening skills.
• Capable of working as part of a team and on own initiative.
• Ability to relate to people from all different backgrounds.
• Proficiency in reducing barriers to library services and working with vulnerable populations.
• Ability to engage and motivate others to achieve SPL’s vision, mission, values, goals and objectives and to advocate for this within the community.
• Commitment to fostering a safe work environment.
• Ability to use, troubleshoot and train others in the use of technology including but not limited to computers and mobile devices, databases, software (e.g. Microsoft Office and Google Docs), operating systems, online applications, electronic resources, digital library services, and social media.
• Expertise with library technologies including, but not limited to an Integrated Library System (ILS).
• Expertise with technology including but not limited to robotics, coding devices, audio and video editing software, and video gaming equipment.
• Excellent written and verbal communication skills and able to adapt communication style to suit different audiences.
• Attention to detail and ability to develop accurate written materials.
• Excellent presentation skills and ability to adapt presentation style to suit different audiences.
• Ability to identify and solve non-routine problems and facilitate appropriate resolutions.
• Ability to work in high pressure situations with the public.
• Ability to lift, push, pull and move up to 10 kg.
• Ability to stand, sit, walk around for long periods of time.
• Ability to manage resources effectively through all stages of project design, planning, implementation, and measurement.
• Proficiency in working with community organizations and establishing partnerships.
• Proficiency in facilitation of meetings and events.
• Proficiency in the principles of privacy and discretion in a public library setting.
• Displays professional acumen.
• Proficiency in principles of early childhood literacy, lifelong literacies, and child, teen and adult learning and education.
• Proficiency with information-seeking behaviour in libraries.
• Proficiency in knowledge and use of reference resources and practices.
• Proficiency in planning, delivering and assessment of programs and services.

Working at SPL

Strategic Goals
This position works to support the needs of the community in alignment with SPL’s Strategic Plan and Service Model. This position is accountable for ensuring compliance with SPL’s policies and procedures.

Continuous Improvement
This job description represents the responsibilities and the accountabilities as they relate to the service model and organizational structure at the time of appointment. The job description and the associated responsibilities and accountabilities will continually evolve with SPL.
**Vertical Teams**
This position will have the opportunity to participate in the system-wide planning of services, programs and other projects.

**Responsibility for Skills Maintenance**
SPL provides training for service and process changes brought into the workplace. The employee is responsible for ensuring the maintenance of professional knowledge and expertise relative to the associated qualifications.

**Work Location**
The job posting for this position indicates a current work location. This position may be required to work in the community outside SPL locations. SPL reserves the right to change the work location within premises operated by SPL.

**Workplace Safety**
This position is responsible for understanding their rights and responsibilities in contributing to a safe workplace and complying with the Saskatchewan Employment Act.