BURLINGTON Public Library

Job Posting

Title:	Community & Programming Librarian	**Posted:**	September 9, 2022
Department:	Customer Experience	**Closes:**	September 23, 2022

Reports to: Manager, Customer Experience and Manager, Programming & Partnerships

Salary Range: $76,172.20 - $89,614.35 + benefits

Classification: Full Time

About the role

It's enhancing the well-being of people in our community.

It's being inspired to deliver to the highest standards. And it's playing a vital role in growing readers, fostering learning, and expanding knowledge. This is what makes working for Burlington Public Library exceptional.

About you

With a Master's degree in Library Science or Information Science or equivalent from an ALA-accredited Library/Information Science faculty, you have 1-3 years of related public library experience, ideally with courses and practice in program facilitation and delivery. As well, knowledge of High Five Principles of Healthy Child Development/Principles of Healthy Aging is an asset.

You are an ardent champion of the Library's role within the community and excited to help people engage, explore, and discover the wealth of resources freely available to them.

You are an avid and well-informed reader who delights in sharing your passion for stories, books, and reading with others.

As a role model for the Library's values and voice in all interactions, you are respectful, positive, open-minded, and friendly.

You enjoy working collaboratively in a team and can easily build a good rapport with colleagues and customers alike. You actively listen and foster trust in your interactions with all people.

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As an effective communicator, you have strong writing and speaking skills, and you are at ease presenting to an audience. You are genuine and clear when speaking and writing.

You relish the opportunity to apply your knowledge, experience, and talents to deliver the extraordinary.

About the job

Overall Purpose

This position builds relationships with community members and integrates library services, resources, programs, and initiatives to make a positive impact while advancing the Library's strategic priorities. In alignment with BPL's programming strategy, under the guidance of the Manager, Programming & Partnerships, this role is responsible for the development, delivery, and coordination of programming, community outreach, and engagement activities. Further, this librarian models exceptional information and reader services in-branch and online and is highly proficient in building and maintaining relationships with community partners that are responsive to the needs and aspirations of the community within a wide range of groups in their assigned portfolio.

Key Accountabilities

- Model BPL's values in every interaction.
- Provide remarkable customer service in person, by phone, and online in an efficient and effective manner.
- Anticipate customer needs and look for opportunities to create optimal customer experiences.
- Assist in the development and delivery of staff training in core competencies for programming, outreach, reader services, technical skills, and information services.
- Research, develop, plan, implement, and evaluate emerging library programs, technologies, and services.
- Seek opportunities and establish and maintain transformative partnerships within the community in alignment with the Library's strategic plan.
- Coordinate, develop, and deliver BPL programs, outreach, and events in collaboration with the Programming team and Manager, Programming & Partnerships.
- Guide the creation of programming tools to implement across all locations.
- With direction from the Marketing team, identify the profile of branch community neighbourhoods to develop and deliver library services that best address their needs.
- Advocate the Library's role within the community through individual, group settings, meetings, and programs.

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- Evaluate the effectiveness of services, programs, and partnerships and recommend changes.
- Act as Project Manager or team member on project teams, using project management principles and tools to enhance library programs and service.
- Encourage, use, promote, and instruct technology as a routine part of work, including working with customers to help, recommend, and problem-solve the use of library technology and online collections.
- Provide readers advisory services and research support in-person, by telephone, through email, and chat.
- Provide content for BPL website and social media as required.
- Act as Person In Charge as required in the absence of the Branch Manager
- Awareness of WHMIS and appropriate health and safety practices for the workplace.
- Perform additional position-related accountabilities assigned by management.

Key Business Relationships

Internal: Team members in Branch, Programming, and Portfolios; Manager, Programming & Partnerships; Management Group; SMT

External: Customers, Community, City of Burlington Partners

Scope

Budget: No budget responsibility. Purchasing authority up to $1,500.

Direct and Indirect Reports: Indirect reports include Programmers and Customer & Programming Associates on development, delivery, training, and scheduling of programming. No direct reports.

Key Competencies: Knowledge, Skills, and Abilities

Behavioural:
- Excellent customer service is critical and must include collaboration and teamwork skills and strong interpersonal communication (verbal, written and presentation).
- Exemplify BPL's values during all interactions and communications. For more information: BPL Values in Action
- Communicate in a professional manner that is consistent and aligns with BPL's Voice document. For more information: Who We Are
- Customer-first orientation and centricity.
- Collaborative and solution-focused approach to innovative problem solving and teamwork.

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- Passionate about continual learning, professional development, creativity, and analytical thinking.
- Promote and celebrate diversity and inclusion in BPL's collections, programs, and services.
- Comfortable engaging in conversation with customers and staff about the scope of BPL's collections to inspire a love of reading and learning.
- Comfortable facilitating group discussion and guiding group discourse.
- Resilience and adaptability with the ability to think quickly and resolve issues.
- Strong public speaking skills, with comfort preparing a presentation and discussing Library services in large groups, both in person and virtually.

Leadership:
- Lead and collaborate with team members in a productive manner.
- Action-oriented and persevere to address and solve customer queries, ensuring positive customer experiences.
- Maintain knowledge of current events and publishing trends.
- Committed to ongoing learning in an ever-changing environment.
- Provide programming-based leadership to colleagues, where required.

Technical:
- Knowledge of BPL organization (vision, mission, values, strategic plan, stakeholders, partners, etc.).
- Knowledge and application of policies, processes, procedures, and systems within BPL.
- Knowledge of library Customer Experience Philosophy and Customer Experience Standards.
- Demonstrated ability to identify the resources to address customer/community needs and integrate these sources/resources into the solution or recommendation re the customer/community.
- Support and instruct customers in accessing and evaluating information resources and in use of technology and development of digital literacy skills.
- Excellent time management skills with a demonstrated ability to set goals, manage multiple priorities, and meet deadlines.
- Strong writing skills with the ability to confidently develop, prepare, present, and evaluate library programs, service, and community outreach activities.
- Excellent customer service skills and the ability to work with a diverse group of people.
- Demonstrated critical thinking skills to guide and support the customer experience at all points of contact including de-escalation techniques.

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- Strong knowledge of traditional and digital literacy and technology.
- Proficient in Microsoft Office 365: Outlook, Word, Excel, PowerPoint, Teams
- Proficient with Integrated Library System and associated library tools and applications: library catalogue, online databases, and e-resources.
- Ability to use programming technology including knowledge of online booking and events software (Communico or comparable technology), virtual program platforms and AV, and basic technology knowledge for events.

Work Environment & Hours

- Some work in an office space with a moderate level of computer and phone use.
- Most work occurs in public library spaces with customers present and little exposure to noise, dirt, or external elements.
- Some events occur off site.
- Able to travel between library branches and event venues.
- Some work may be completed remotely.
- BPL is open 7 days/week and schedules include regular evening and weekends shifts.

Physical Effort

- Normal physical activity such as periodic standing, walking, sitting, and using basic motor skills.
- Some continuous physical exertion is required such as moving, programming, and setting up for programs or community spaces; shelving, shifting, packing, and unpacking boxes.
- Able to move materials and supplies (up to 50lbs).
- Sit for extended periods at computer and while on the phone.
- Able to stand for extended periods of time.
- Able to bend and stretch to reach high and low shelves.

Mental Effort

- Perform routine tasks requiring accuracy and attention to detail on a computer.
- Able to always maintain a positive, professional, and diplomatic demeanor.
- Moderate focus while develop training and programs, completing materials handling, and maintaining collections.
- Moderate stress for tight timelines, competing priorities, and people/relationship management.
- Able to provide service and feedback to multiple people simultaneously.

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Working with us

As an employer, we have high expectations of the people we hire, and we are genuinely invested in the well-being, development, and work success of all employees.

Earnings for paid employees include a competitive salary, comprehensive benefits, development opportunities, generous vacation privileges, flexible work arrangements, compelling rewards and recognition, and retirement security.

Burlington Public Library is an equal opportunity employer. We are committed to creating a respectful, inclusive, and diverse workplace where everyone feels valued and supported.

If you require an accommodation for the recruitment/interview process, please let us know and we will work with you to meet your needs. Please contact Stephanie Rous, Human Resources Business Partner, at rouss@bpl.on.ca.

Please submit your application by clicking here.

If you have a disability that makes it difficult to apply using the online form, please call us at 905.639.3611 ext 1154.

All Burlington Public Library staff are required to provide proof of vaccination for COVID-19 or have an approved Ontario Human Rights exemption as a condition of hire in accordance with the Library's Vaccination Policy.

We thank all applicants in advance and advise that we will contact only those selected for an interview.

Personal information on your résumé is collected under the authority of the Public Libraries Act, R.S.O. 1990 and will be used to determine eligibility for employment.