

**PRINCE GEORGE PUBLIC LIBRARY
JOB DESCRIPTION**

Community Engagement Librarian

Name of Employee:	Job Title: Community Engagement Librarian
Department: Communications & Engagement	Department Manager:
Position Reports To:	Position: Manager

(Updated June 15, 2023)

ROLE DESCRIPTION:

Under the direction of the Manager of Communications & Engagement, the Community Engagement Librarian seeks, creates, and develops opportunities for engaging with community members to expand the Library's reach in the community. The goal is to understand and respond to the specific needs and interests of community members of all backgrounds, including Black, Indigenous, and people of colour, as well as immigrants and those facing accessibility barriers. The Community Engagement Librarian nurtures on-going relationships with anchor institutions, including civic agencies, non-profit and other organizations that play a vital role in supporting well-being and in advancing the socio-economic development of the community. The incumbent may also participate in the hiring, supervising, and training of support staff whose primary tasks include assisting with the activities described above.

This individual is also expected to regularly provide reference, readers' advisory, referral, and customer account and circulation services to patrons, in person at public-facing service points and by telephone or virtually; and adhere to established quality standards.

- This individual takes a leadership role in overseeing the day-to-day operations of Home Service. This involves direct responsibility for overseeing the registration of new members; the recruitment, training, and handling of volunteers; any collaboration and coordination with community partners; the circulation of library materials; and the delivery of information and reference service to homebound readers. The Community Engagement Librarian may participate in the hiring, supervising, and training of any support staff whose primary tasks include assisting with Home Service operations.

The incumbent participates in the creation and maintenance of a respectful and inclusionary workplace, meeting expectations that adhere to the Library's policies and procedures.

POSITION RESPONSIBILITIES:

- Supervises any direct reports.
- Under the direction of the Manager of Communications and Engagement
 - Plans, develops, executes, evaluates and promotes multiple programs every programming season.
 - Participates in organizing, creating, and implementing opportunities for gathering feedback from all variety of patrons, particularly those from historically marginalized populations (e.g. BIPOC and immigrant audiences and patrons facing accessibility barriers) to increase staff awareness about the ever-changing demands and expectations of different patron groups.

- Undertakes targeted outreach efforts towards under-served and historically marginalized populations, particularly BIPOC and immigrant populations as well as patron facing accessibility barriers, with services, collections and programs designed to meet their needs.
 - Builds and nurtures relationships with diverse sectors of the community, including anchor institutions and non-profit organizations that play a vital role in supporting the well-being and advancing the socio-economic development of the local community.
 - Acts as a liaison with the community and coordinates the development of system-wide outreach opportunities and programs that respond to community interests and needs.
 - Liaises and partners with external organizations and groups to raise awareness of library services and programs and to increase use of library resources and services.
 - Keeps informed of trends, techniques and standards in the delivery of programs, special services, and the promotion and marketing of the library's services, and programs to assist in short-term and long-term planning in the corresponding areas of responsibility.
 - Explores new avenues of service delivery in a collaborative manner with cross-functional teams both in and beyond the library facilities.
 - Performs a variety of other support duties such as preparation of statistical reports and evaluation of library programs, completing grant applications as related to library programs, general research and special projects.
 - May be required to conduct programs for patrons of all ages and backgrounds in the absence of other staff who typically handle programs to reach specific audiences.
 - Maintains familiarity with physical and digital collections and works collaboratively to provide input to the Collections and Technology team.
- Regularly works at public service points to deliver information and customer account services. This includes:
 - Providing assistance to the public by dealing with all information inquiries promptly, efficiently, and courteously.
 - Directing library patrons to informational and recreational resources, and providing referrals to appropriate community agencies or libraries.
 - Responding to extended reference questions by phone, online and in-person.
 - Assisting patrons with technology-related issues, especially printing, copying, scanning, and faxing. Troubleshooting problems and notifying appropriate staff of complex issues.
 - Working collaboratively with other Library staff to prepare bibliographies, guides, booklists, online information, and displays.
 - Assisting in the development and implementation of policies and procedures related to information, customer account, and circulation services.
 - Assisting patrons with customer accounts, including but not limited to, charging and discharging books, collecting fines and fees, registering and renewing patron memberships, and explaining library rules and procedures to patrons.
 - Adhering to quality standards established by the Manager of Customer Experience & Service Delivery.
 - Providing bibliographic instruction in both formal and informal settings.
 - Working shifts at public service points. This may include weekend and evening work.
 - Mentoring or assisting support staff in the delivery of information services to the public.
 - Communicating and coordinating with other library staff to respond to and manage incidents that may negatively affect the health and safety of others.

- Takes a leadership role in the day-to-day operations of Home Service in cooperation and coordination with volunteers, community partners, and staff from other departments and work groups. This involves:
 - Directly supervising any support staff within the Community Engagement. Department involved with this service and checking on their work periodically to ensure quality control.
 - Establishing, maintaining, and evaluating job duties and workflows for staff contributing to Home Service.
 - Supervising the following activities: registering new members; selecting and circulating materials; maintaining user profiles; recruiting, training, and developing volunteers; pursuing, creating, and nurturing partnerships; establishing rotating collections in care homes; and meeting the information and reference needs of homebound readers.
 - Liaising with the Libraries Branch on matters related to accessing content, statistics, and eligibility for visually impaired services.
 - Liaising with the Centre for Equitable Library Access (CELA) and the National Network for Equitable Library Services (NNELS) on matters related to accessing content, statistics, and eligibility for visually impaired services.
 - Monitoring demand for Home Service and communicating its impact to the Manager of Communications and Engagement on that department's capacity to perform its other duties and tasks.
 - Participating, leading, and assisting as needed with the hiring and training of staff involved in Home Service operations.
 - Works collaboratively with the Collections team to provide input on accessible collections including Large Print and audiobooks.

- In response to community needs, may assume responsibility for internal and external library projects. This could involve:
 - Writing and submitting proposals for funding or assistance.
 - Attending organizational meetings or participating in special committees.

- Communicates ideas to streamline workflow, recognize individual skills, and encourage innovation. This includes:
 - Attending departmental meetings and other meetings as required.
 - Participating in special committees.
 - Suggesting and implementing improvements in consultation with the Manager of Communications and Engagement.

- Regularly checks in with supervisor to report on the state of work and to request guidance on any matters or challenges relating to the performance of job duties.

- Keeps informed on trends in public libraries by reading professional journals and participates in staff development activities.

- May be designated an area of the library's website to maintain, create, and update information as well as social media sites as delegated.

- May be asked to deliver oral presentations and written reports on behalf of the library.
- Will be designated as in-charge person responsible for the library as a whole in the absence of the Library Director and other members of the management team. Responds to customer requests, complaints and emergencies, and works in concert with other staff according to library policy.
- Performs other miscellaneous duties as may be required.

WORKING CONDITIONS:

- **Physical effort:** Much time spent sitting in a comfortable position with frequent opportunity to move about; walk around the floor as well as up and down stairs; frequent standing and moving about when working at public service points; frequent standing or walking about when in the field engaging with patrons and other organizations. Frequently lifting boxes of books and other items up to 30lb; setting up equipment at community events.
- **Physical environment:** Often located in a comfortable indoor area, but frequent potential for operating in outdoor settings or in the field in a variety of weather conditions. Regular travel by car between library branches and community centres.
- **Sensory attention:** Regular need to give attention, reading, studying, learning, listening to what is happening. Ability to multi-task in an interruptive environment. There is a frequent need to give very close attention.
- **Mental stress:** The work is varied and ongoing. There is an intermittent demand for decisions/actions based on limited information. Need to deal with a variety of people internally and externally to coordinate different projects. Working with vulnerable populations including those with mental health disorders and substance use disorders; working with patrons experiencing trauma. May experience grief or loss while working with patrons in long term care facilities.

QUALIFICATIONS:

- A Masters degree in Library and Information Science from an ALA accredited program or equivalent.
- 2-3 years experience in a supervisory position including hiring, scheduling, developing training plans, coaching and support, and performance management.
- Two years pertinent library experience or any equivalent combination of education, experience and training sufficient to indicate a substantive knowledge about practical and philosophical approaches to building community networks and establishing relationships with outside organizations and historically marginalized populations (particularly BIPOC, immigrant audiences, and people facing accessibility barriers), and the development, delivery, and evaluation of library programs, events, and initiatives.
- Knowledge of computer software and hardware as it applies to library and information services, and proven keyboarding skills.
- Knowledge of tools and standards of website maintenance and development is preferred.

- Knowledge of any language in addition to English is considered an asset.
- One year demonstrated experience with budgeting.
- Valid Class 5 Drivers License

QUALITIES:

- Strong team player.
- Empathy.
- Ability and comfort with working outside of traditional library activities.
- Ability to learn and adopt new technologies, particularly as they relate to the production and distribution of digital multimedia content.
- Ability to learn about services for the visually impaired and assistive technology.
- High level of self-motivation, creativity, and resourcefulness.
- Ability to work independently and collaboratively with library staff.
- Excellent communication skills, both written and oral.
- Ability to be flexible and adapt to changing objectives and priorities.
- Excellent customer service skills.
- Ability to communicate and work effectively with a wide variety of individuals in diverse social and community settings.
- Ability to appreciate and understand the perspectives and needs of BIPOC and immigrant audiences and those of other marginalized populations.

The foregoing description is an accurate statement of the duties and responsibilities assigned to this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Date: _____ Employee: _____

Supervisor: _____ Department Manager: _____

Library Director: _____