

Town of Drayton Valley Library Board

POLICY MANUAL – SECTION 3: APPENDICES

Appendix:

3-C

Supplementary Job Descriptions

The following are supplementary roles for Service Specialists in support of operations. The roles and responsibilities may be short-term delegation or long-term designation of duties.

Inter-Library Loans Specialist

Accountability & Responsibility: Inter-Library Loans (ILL) Specialist is an entry level position that may be employed by the Director to prepare and train a worker for Service Specialist duties. The ILL Specialist works under the direct supervision of the Operations Manager but is answerable to the Director for overall service provision, performance and proficiency.

The ILL Specialist organizes, arranges and processes items coming in from, or going out to, other libraries to satisfy library patron requests. Materials may be shipped by mail, courier or regional library van service according to *TRAC Operational Guidelines*, Alberta Public Library Network lending agreements and YRL system directives.

Specific Duties: The ILL Specialist's duties include:

- **Administrative Hierarchy & Support**
 - Supervise Student Pages and volunteers in the absence of Service Specialists;
 - And other duties assigned by the Director or Manager.
- **ILL Material Management**
 - Manage materials shipped between libraries using packing standards to avoid item damage;
 - Perform minor repairs on items owned by Drayton Valley Library;
 - Bring severely damaged materials to the Manager or Catalogue-Collection Specialist;
 - Track audio-visual (AV) materials sent to YRL for cleaning;
 - Maintain stock of bindery supply including replacement AV cases, plastic book covers, etc.;
 - And other duties as required for maintaining or shipping materials.
- **Service Support**
 - Assumes shelving duties in the absence of Page staff;
 - Train with Service Specialists for front desk duties and functions;
 - And other duties as required for advancement to Service Specialist role.

Qualifications & Qualities: The ILL Specialist must have completed high-school, or GED equivalent, with intent to pursue post-secondary education to qualify for advancement to Service Specialist. The ILL Specialist must have the following skills, qualities or competencies:

- Tactful approach to interpersonal communications with an emphasis on public service;
- Proficient written and verbal communication;
- Strong organizational skill including management of physical and virtual files;
- Competent problem solving and decision-making skills;
- Comfortable operating in a networked automated computer system;
- Commitment to engaging in ongoing professional development activity;
- Able to push/ pull a loaded book-cart and lift a 25 kg (55 lbs.) load from ground to waist height.

The ILL Specialist is required to maintain current First Aid and CPR certification. The ILL Specialist must also provide a clean RCMP security clearance as a condition of employment and upon request from the Board or Director. The ILL Specialist may also be required to provide a vulnerable sector check if assisting with programs or supervising activities involving youth under 13 years old.

Community Outreach Specialist

Accountability & Responsibility: The Community Outreach Specialist is a senior level position for a Service Specialist employed by the Director to conduct public engagement activities both inside and outside of the library. The Community Outreach Specialist works under the direct supervision of the Operations Manager but is answerable to the Director for overall service provision, performance and proficiency.

The Community Outreach Specialist participates in a variety of public awareness activities, community networking events and library connection initiatives including delivery of special services to seniors and house-bound library patrons.

The Community Outreach Specialist works closely with the Director to develop and disseminate library marketing materials. The Community Outreach Specialist notifies the Director of gaps in community services and establishes connections with partner groups for program expansion, service extension and project development.

Specific Duties: The Community Outreach Specialist's duties include:

- **Administrative Hierarchy & Support**
 - Supervise staff in the absence of the Director, Manager and Catalogue-Collection Specialist;
 - And other duties assigned by the Director or Manager.
- **Library Service Support**
 - Contact patrons with account fines and inform the Director of long truant fines for follow-up;
 - Assist Service Specialists by covering at circulation desk when needed;
 - Advise Programmers of community events to avoid duplication, schedule or audience conflicts;
 - And other duties as required for supporting in-house library services.
- **Outreach Services**
 - Register home-bound patrons at seniors' lodges, long-term care facilities for outreach service;
 - Manage hold requests and readers advisory services for outreach patrons;
 - Check condition of materials being borrowed or returned by outreach patrons;
 - Use Words on Wheels (W.O.W) van for delivery and return of materials to outreach patrons;
 - Maintain W.O.W van by cleaning, fueling and scheduling vehicle maintenance;
 - And other duties as required for extending service to home-bound patrons.
- **Community Engagement**
 - Distribute library marketing materials in community using the W.O.W van;
 - Represent the library at Inter-Agency network meetings and community events;
 - Work with Director to develop community development strategy;
 - Plan and deliver innovative program activities and events to raise the library's profile;
 - And other duties as required for connecting with community.

Qualifications & Qualities: The Community Outreach Specialist must have all qualifications and qualities and must have a minimum of five years' experience as Service Specialist or equivalent. In addition, the Community Outreach Specialist must:

- Display the highest degree of proficiency and professionalism in public service;
- Exemplify patience and attentiveness to patron needs;
- Able to work independently and with minimal direction;
- Provide a clean driver's abstract.

Note: The above job descriptions defines minimum standards and expectations and should not be considered an all-inclusive list of roles, responsibilities, duties, requirements or qualifications. Library staff work as a team and may perform duties or functions in addition to or beyond those defined above to support other worker's efforts in providing comprehensive services and relief coverage.