

Township of Southgate

Job Description

Date of Update: DRAFT September 9, 2021	Library Assistant – Digital Services
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Section A: Position Description

1) Position Identification

The purpose of this section is to determine your current position within the organization.	
Name:	Supervisor's Name: Lacy Russell
Job Title: Library Assistant – Permanent	Supervisor's Job Title: Librarian CEO
Standard hours of work per week: TBD hours per week Permanent	Eligibility to Group Insurance: TBD Eligibility to OMERS: TBD
Location of Position: Southgate Public Library	Department/Division: Library
Employment Status: Permanent Hourly	Pay Band:

2) Scope of Position (A maximum of three sentences.)

Reporting to the Librarian CEO, The Digital Services is responsible for the ongoing management and development, innovation of digital services, virtual spaces and library management systems, IT including technical networks and resources, IT planning and technical training and support of Library Staff. Will be responsible for the Imagination Stations, to plan and deliver programs & services in co-operation with the CEO, operate the circulation desk for specified shifts, provide reference and reader's advisory, participate in outreach efforts within the community, and assist the CEO when needed.
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Key Responsibilities	Tasks	Percent of Time
Virtual spaces	<ul style="list-style-type: none"> - Manage and develop the Southgate Public Library virtual spaces, including the website, directing library patrons to all the collections, services and programs of the Library. - Management of website, making updates and ensuring current information on the site pages. - Manage, enhance and expand the library's digital service offerings and initiatives such as electronic resources and databases, selection of vendors, product management. - Coordinate marketing of electronic resources and databases with the Library Assistant – Youth Services and Communications. 	30%
Technology	<ul style="list-style-type: none"> - Organize and/or provide digital and technical support and training to staff - Act as the initial staff support for public library systems including software, hardware and ILS (Integrated Library System) system settings, upgrades and integration of resources. - Provide direction with respect to the appropriate library software/hardware to purchase/acquire throughout the system - Provide technical support and assistance to staff in the day-to-day operations and management of the current ILS - Create, review and evaluate the Technology Plan as required - Make recommendations for policy relating to digital services such as technology. 	35%
Imagination Stations	<ul style="list-style-type: none"> - Manage, enhance and expand the library's Imagination Stations. - Research funding opportunities for expanding Imaginations Stations 	5%
Programming and Outreach	<ul style="list-style-type: none"> - Provide community development and outreach regarding digital library services and virtual spaces. - Collaborating with the appropriate staff member, create and provide STEAM programming using the Imaginations Stations. - Oversee/Organize computer training/support to public including the planning and delivery of technology workshops 	15%

Operate the circulation desk.	<ul style="list-style-type: none"> - Carry out circulation duties including checking books in and out, registering new members, calculate fines and shelve returned materials. - Provide basic reference and reader's advisory - Assist patrons with computer needs, photocopying and faxing. - May be responsible for opening the building and securing the premises before leaving during a shift. 	15%
Assist the Librarian CEO	<ul style="list-style-type: none"> - May be asked to act as a supervisor of staff and volunteers in the absence of the Librarian CEO. <p>The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.</p>	

Section B: Skills

1) Formal Education and External Training

Highest level required	Specific Specialty or Degree? (List)
<input type="checkbox"/> High School <input type="checkbox"/> Vocational School <input checked="" type="checkbox"/> Community College <input checked="" type="checkbox"/> University Degree	
Individual Courses	
License or Professional Designation	
Library Information Technology Diploma or Excel Library Certification or relevant experience	
Is it a requirement of your job to keep "up-to-date" by reading or taking courses/seminars?	
X Yes No Discuss:	
Attend seminars/workshops including necessary training to stay current with technology/databases/software required to perform duties of the job	

2) Required On-The-Job Training

Specific Internal Training	Months to Complete
– Become familiar with existing technology in the library	One month
– Training provided to learn to operate the circulation desk with clear procedure binders and information provided.	One month
– Basic reference and reader's advisory training provided	One month
– Health and Safety, Confidentiality, etc	Immediately

3) Work Experience

Experience	Minimum Years Required
- Experience in a public library and/or educational institution (work or volunteer related).	1 Year

4) Other Key Skills:

<ul style="list-style-type: none">- Website design and content management software- Knowledge of current and emerging technologies, trends and issues as they relate to public libraries and how to respond to constant changes in technology- Knowledge of web-based technologies, including tools and standards of web site maintenance and development and current browsers and AODA standards- Electronic systems, information services, databases- Good organizational skills- Able to multi-task- Website design and content management software
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5) Key Relationships (Contacts)

Internal Contacts	Frequency	Purpose	Method
Co-workers (my dept.)	Frequently		
Co-workers (other dept.)	Occasionally		
Supervisor (my dept.)	Frequently		
Supervisor (other dept.)	Occasionally		
Depart. Head (my dept.)	Frequently		
Depart. Head (other dept.)	Occasionally		
Staff in other municipalities	Occasionally		
Administrator	Occasionally		
Ratepayers	Occasionally		
Children/Students	Constantly		
Seniors	Constantly		
Supplier	Occasionally		

External Contacts	Frequency	Purpose	Method
General Public (Not residence) Business representatives Consultants, Engineers, Planners, etc. Auditors Solicitors Funding Organizations Government Officials Boards Council (your own) Council (other municipalities) Media Ratepayers Groups Other: Specify Below School personnel	Constantly N/A N/A N/A N/A N/A Occasionally Occasionally Occasionally N/A N/A Occasionally		
Interpersonal skills: <ul style="list-style-type: none"> - Extending common courtesy; working cooperatively; responding to basic needs or requests; effective communication. 			

6) Decision Making

- Makes decisions based on established procedures.

7) Problem Solving Responsibilities

- Answers reference questions for all ages
- Website issues
- Technical support

8) Equipment & Technology Utilized

- Computers: Able to do computer troubleshooting and routine troubleshooting for a small network.
- Copier
- Scanner
- Fax
- Library related technologies

Section C: Responsibility

1) Program Delivery

- Able to plan and deliver singularly or in conjunction with the other staff programming and operates the circulation desk using defined procedures.

2) Impact and Accountabilities

- Responsible the Library's digital services.
- Responsible for promoting and training patrons on the Library's online resources
- Responsible for day to day operations while on duty at the circulation desk.
- Responsible for front lines troubleshooting of technology

3) Supervision

Direct Subordinates – Job Titles		Number of Staff
N/A		
Indirect Subordinates – Job Titles		Number of Staff
Volunteers (Frequently)		1
Provides training/instruction to others – Job Titles		Number of Staff
Staff training based on technology needs		4

4) Material and Information Resources

- Maintains statistical records for programs, reference and readers' advisory, circulation, patron traffic activity and database usage.

5) Financial Resources

- Receiving of payments for late book fines and copy/printing use.
- Rectify and submit deposit of circulation desk incomes.

Section D: Working Conditions

1) Physical Environment

Rate the amount of each of the following working conditions that you are exposed to on the job from a scale of 1 to 5, where 1 represents no exposure, 3 represents some exposure and 5 represents continuous/regular exposure.

Condition	1	2	3	4	5
Sitting		X			
Standing				X	
Noise Exposure	X				
Adverse Temperature	X				
Pushing/Pulling		X			
Lifting/Carrying			X		
Dust	X				
Odors	X				
Other (Specify) Physical Aspects					

2) Health & Safety Hazards

<ul style="list-style-type: none"> - Need to observe safe practices when lifting and moving objects and working alone. - Act as the library representative for Health and Safety requirements.
Health and Safety Responsibilities

- Ensure safe conditions are present to avoid harm to patron users.
- Some supervision of youth.

3) Travel

- May be required to travel within the Township to the municipal office and for outside training courses or seminars on an infrequent basis.

4) Driving

- Use of personal vehicle for travel on an infrequent basis.

5) Mental Environment

- Frequently dealing with general public providing customer service utilizing the facilities.

Section E: Effort

1) Mental Effort

- Planning and organizing.
- Answer reference questions
- Choose suitable materials
- Frequent interruptions

2) Physical Effort

- Able to lift and carry 15 pounds at a time.
- Bending, reaching

Section F: Additional Information

- It is expected that programming planning and other assigned duties will be carried out while operating the circulation desk.

The Township of Southgate is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

This document can be made available in other accessible formats as soon as practicable and upon request.

Supervisor Comments

Job Position: _____	Date Completed: _____
Signature	
Supervisor: _____	Date Completed: _____
Signature	
CAO: _____	Date Completed: _____
Signature	