

Job Title: Coordinator, Community or District Branch



Requisition ID: 10803

Department: Ottawa Public Library

Service: Branch Operations

Branch: Public Services

Employment Type: 3 Permanent Full Time Positions

Work Hours: 35 hours per week

Affiliation: CUPE 503 Library

Salary Information: \$77,715.82 - \$92,754.48 annually (2023 rates of pay)

Location: Cumberland Branch, 1599 Tenth Line / Carlingwood Branch, 281 Woodroffe Avenue / Ruth E. Dickinson Branch, 100 Malvern Drive

City: Ottawa, ON

Job Category: Ottawa Public Library

Application Close: 15/12/2023

JOB SUMMARY

Ottawa Public Library (OPL) provides accessible, innovative library and information services throughout the City of Ottawa, that meet the unique needs of diverse communities, delivered through a range of vehicles and reflecting a citizen-centred approach.

The **Coordinator, Community or District Branch** performs public service duties by:

- Providing the full range of readers advisory and reference services such as answering Library users' queries, advising them in their selection of material, assisting them in the use of the catalogue and other tools, placing requests, preparing readers' advisory tools such as bibliographies, reviews, web links;
- Ensuring that appropriate levels and types of programming and user education activities are available to the public;
- Conducting tours and group visits;
- Making recommendations for the development of demographic profiles for Branches in the cluster.

Carries out collection development duties by:

- Recommending items for retention, disposal or replacement;
- Recommending changes to the collection to reflect changing customer interests and needs;
- Making recommendations for purchase to fill gaps in the collection;
- Making recommendations for the development of profiles for the branch.

EDUCATION AND EXPERIENCE

Master's Degree in Library and/or Information Science from an accredited library school.

Minimum of four (4) years of progressively increased responsibilities in public service and staff supervision.

KNOWLEDGE

- Management principles, including policy and procedural development, human resource management, budgeting and monitoring.
- Methods and techniques for customer service and complaint investigation and resolution.
- Theories and principles of library science as well as methods and techniques of library operations.
- General knowledge of Library policies and procedures.
- Supervisory techniques and practices.
- Carry out, supervise and demonstrate a range of circulation activities.
- Adult/Children literature in a variety of formats, readers' advisory services, trends in reading, literacy and ESL collections and adult/children's programming.
- Reference resources in print, microform and electronic formats and of current developments in reference services.
- Principles of collection development and maintenance.
- Electronic database and other bibliographic searching techniques.
- Desktop applications, intranet and internet and keyboarding procedures, to the extent where it may be required to demonstrate such usage to colleagues or library patrons.
- Methods and techniques for sorting and shelving library materials according to alphabetical, Dewey Decimal or other prescribed sequence and procedures.
- Working knowledge of applicable occupational health and safety legislation.
- General knowledge of Ottawa Public Library policies and procedures related to health and safety.

COMPETENCIES, SKILLS AND ABILITIES

- Lead by example, demonstrating integrity, creativity and enthusiasm in achieving results directly and through staff work teams.
- Exercise effective judgement and independent decision-making capabilities.

- To deliver library programs to a range of users who may include early childhood, school age and adults.
- To design and create thematic displays.
- Evaluate existing methods and procedures, analyze alternatives and develop and implement effective solutions or changes.
- Develop workplans; assign work, evaluate performance and supervise staff.
- Well developed organizational skills.
- Use tact, discretion and confidentiality.
- Excellent verbal and written communication skills.
- To prepare and analyze statistics and report to management.
- Perform multiple tasks concurrently.
- Mediate and resolve conflicts effectively.
- Data-entry, retrieval and keyboarding skills including use of standard office equipment, including operating an IBM compatible computer in Microsoft Windows.
- Minimum keyboard skills of 25 wpm.

Leadership Competencies:

The key competencies that describe the skills and behaviours expected to be demonstrated by managers and supervisors at the City of Ottawa are available on Ozone. The seven Leadership Competencies, which align with Servant Leadership, are:

- Strategic Leadership - Sets/implements the strategic direction, understands internal and external trends, the political sensitivities of the organization and applies this knowledge to support the long-term vision and success of the City
- Demonstrates Business Sense – Understands the impact of decisions on the business and the ability to strive to improve business performance; requires an awareness of business issues, processes and outcomes as they impact the community, the City's reputation and strategic direction
- Builds Collaborative Relationships - Proactively communicates, builds and utilizes professional relationships and partnerships with all internal and external stakeholders
- Fosters Innovation and Change - Develops an environment that embraces innovation and efficiently integrates change into the organization
- Engages Employees - Leads, coaches, mentors and develops an engaged, diverse workforce of individuals and teams, where work is performed in a safe, respectful environment and successes are recognized and celebrated regularly
- Delivers Results - Creates effective plans and performance measures, holds themselves and others accountable for measurable, high quality, timely and cost-effective results
- Client-centric Focus - Serves the client interest through focusing individual, team and organization effort on identifying and meeting key and diverse client needs (the term "client" includes both internal and external clients)

WHAT YOU NEED TO KNOW

- Language Requirement:
 - **2 positions:** English oral, reading, writing required.
 - **1 position:** Designated Day 1 Ready – immediate requirement for language proficiency: French: oral, reading, writing required. English: oral, reading, writing required. Candidates must meet language requirement for position upon hire.
- Police Record Check: The successful candidate will be required to complete a Criminal Records and Judicial Matters Check with the Police Services detachment in their jurisdiction to the Ottawa Public Library's satisfaction.; Police record checks completed by a third-party company will not be accepted.
- Additional vacancies may occur during the competition process.
- Please save a copy of the job poster. Once the closing date has passed, it will no longer be available.

We wish to thank all applicants for their interest and effort in applying for this position. Only candidates selected for interviews will be contacted.

The Ottawa Public Library promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from members of Indigenous, Black and other racialized communities, persons with disabilities, women and non-binary persons, persons of all ethnic origins, religions, sexual orientations, classes, gender identities and expressions.

Candidates are encouraged to self-identify as a member of one or more designated employment equity groups in the self-identification questionnaire.

The Ottawa Public Library provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted to proceed to the selection process, please advise us if you require any accommodation.

Accessible formats and communication supports are available upon request. Please contact the [HR Service Centre](#) at 613-580-2424, extension 47411.