



## Community Specialist (Library Technician) Connaught Branch

Regina Public Library (RPL) is seeking a Community Specialist (Library Technician) at our Connaught Branch.

Regina Public Library has been dedicated to enriching the quality of life of the citizens of Regina for over 100 years. RPL's core mandate is to create enriching educational experiences for the community it serves, while embracing innovation and continuous improvement. Through its Central Library and eight Branch locations, RPL fosters community meeting places that celebrate cultural differences - where citizens unite in the joy of reading, the arts, literacy, and lifelong learning. Please see our website [www.reginalibrary.ca](http://www.reginalibrary.ca) for additional information about RPL, our Dunlop Art Gallery and our Film Theatre.

### **JOB SUMMARY:**

Under the direction of the Branch Manager, the Community Specialist coordinates the daily workflow of the branch and is responsible for the effective and efficient operation of the unit. The Community Specialist is part of a team that includes branch staff dedicated to providing inclusive, relevant, high quality, customer-focused service in the community. The Community Specialist supervises the assigned staff and participates in the implementation of new services or service changes within the Library through project and team assignments.

### **JOB DESCRIPTION:**

- Coordinate, analyze and adjust the daily workflow at the assigned location, ensuring effective and efficient use of resources to support organizational objectives and plans. This includes scheduling and assigning tasks to branch staff to ensure the provision of effective, high quality customer-centered service.
- Supervise staff including: train, orient and assess new and existing staff, and plan staff development; complete performance reviews for direct reports and participate in performance planning and review of and staff assigned to the location; prioritize, assign, and review work; and resolve staff conflicts. Ensure appropriate quality, accuracy and quantity of work assigned to staff.
- Provide leadership and direct supervision to branch programmers to develop and deliver library programs and services both in the branch and in the community. Supervise the branch programmers in the successful fulfilment of their accountabilities for staff training and higher-level public support for branch technology services.
- Provide and deliver high quality customer service including: reference and readers' advisory and technology support; interpreting and communicating policies and procedures and providing guidance and direction to staff in interpreting and applying RPL's policies and procedures; registering borrowers, promotion and circulation of library materials, and resolving customer account issues.
- Develop or enhance the Library's visibility and reputation within the assigned community. With direction from the Branch Head or Branch Manager, initiate and develop collaborative relationships with outside organizations and community partners to cultivate an understanding of and appropriate library response to community needs.

- Recommend, implement, evaluate, and support effective and efficient community-focused services (e.g., collections, programming, and customer service) at the local level, using the principles of evidence-based practice and assessment.
- Work with Assessment Librarian to ensure that evidence-based assessment is used in the design, implementation, and evaluation of all new services and significant service changes.
- Contribute to system wide initiatives by: participating in planning and cooperative delivery of library services throughout RPL through meetings, discussions, and service contributions to committees.
- Perform related work, including participation on teams as assigned.

**QUALIFICATIONS:**

- A recognized post-secondary Library Technician Diploma. **Consideration will be given to candidates graduating in the spring of 2020.**
- Knowledge and understanding of Indigenous communities, including history, traditions, and cultural protocols is an asset.
- Ability to supervise staff to successful mandate delivery. Experience with supervision in a unionized environment could be an asset.
- Demonstrated commitment to lead, model, and deliver consistent, high quality customer-centered service.
- Demonstrated ability to establish and maintain positive working relationships with the public, staff, external agencies, and to work as a member of a team.
- Demonstrated strong oral and written communication skills, including public speaking and delivering presentations.
- Experience with computers and mobile devices, MS Office, and social software applications. Proficient in the use of related technology.
- Demonstrated ability to assume responsibility, and perform duties requiring independent judgement, initiative, and discretion. Effective analytical skills, and problem-solving ability, including the ability to evaluate, assess, and problem-solve using logical fact-based reasoning.
- In the presence of meeting the above qualifications, preference may be given to individuals who are Indigenous. Candidates must self-identify.

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**Salary Range: \$60,565.05 to \$72,138.95 per annum**

**This position will remain open until filled. Please submit your resume and cover letter to:**  
[resumes@reginalibrary.ca](mailto:resumes@reginalibrary.ca)

**Regina Public Library**  
**P.O. Box 2311**  
**Regina, Saskatchewan**  
**S4P 3Z5**  
[www.reginalibrary.ca](http://www.reginalibrary.ca)

Candidates must be eligible to work in Canada. The successful candidate shall be subject to a Criminal Record Check as a condition of employment.