



## **POSITION PROFILE:**

### **INFORMATION AND PROGRAMMING SPECIALIST**

The Information and Programming Specialist provides information and Readers' Advisory to the public in person, by phone and electronically, using varied resources. They plan and deliver community programs, visits and tours and assist with collection maintenance. Ensures excellent customer service.

#### **Qualifications:**

- Undergraduate degree and a Library and Information Technician post-secondary diploma from an accredited institution.
- Minimum two years of relevant work experience.

#### **Skills & Abilities:**

- Demonstrated excellent communication and interpersonal skills.
- Demonstrated analytical and problem solving skills.
- Demonstrated experience with library information systems.
- Current knowledge of print and digital library collections and services.
- Demonstrated experience in program planning and delivery for children, teens and adults.
- Demonstrated ability and aptitude for incorporating new technology into programming
- Demonstrated creative and innovative approach to library services and outreach.
- A pro-active service approach and an outgoing, positive demeanour.
- Commitment to a customer-centered service model.
- Change orientation.

#### **Working Conditions:**

This position falls within the Library's Bargaining Unit – C.U.P.E. Local 905 – APL Unit. The incumbent works a minimum of 63 hours biweekly and will be required to work evenings and weekends according to an established schedule, reporting to the Manager of Customer Opportunity.

**Salary classification:** Grade IV, Union Wage and Salary Scale.

## **Required Competencies**

The Functional and Behavioural skill sets established for the Information and Programming Specialist position form the basis of the public service work of assisting people in using the library. The following competencies are used in performance management for the position.

### **Functional Competencies**

Performs front line public service by providing information and readers' advisory services and programming for the community.

- Demonstrates a thorough knowledge of the library's collections.
- Reads widely and maintains an awareness of major new authors, fiction genres, non-fiction subjects and current releases.
- Develops strategies to stay well-informed as a readers' advisor, including the use of a variety of online and print readers' advisory resources to identify materials.
- Researches, develops and implements library and outreach programs for a variety of age groups.
- Displays a good working knowledge of the full range of programs and services offered by the library and stays current with new/changing programs and services.
- Understands barriers to using the library and tries to assist in ways that minimize those barriers.
- Is pro-active in approaching customers to offer assistance.
- Exhibits knowledge of library policies and procedures and applies good judgment when deviating from them.
- Understands and adheres to:
  - provincial privacy legislation, library policies and procedures with respect to user records.
  - resource sharing policies and procedures, including copyright issues.
- Provides informal instruction and assistance to develop information-seeking skills of library users.
- Creates booklists, read-alikes, book-talks, displays and other tools to assist users with finding materials of interest and increase access to library resources.
- Provides a range of customer assistance and instruction in the use of technology by assisting users:
  - in accessing the library's online catalogue and e-resources.
  - in the use of library equipment, including computers, printers, scanners, photocopiers, etc.
  - with questions and troubleshooting relating to basic computer functionality, including printing, accessing the internet, downloading digital content and streaming.

- in the use of personal devices and in accessing the library resources on their personal devices, including smart phones, tablets, laptops, e-readers, etc.
- Understands the acquisition and collection development processes and policies for the library.
- Adheres to the Aurora Public Library Health and Safety Policy and is responsible for observing and following all established occupational health and safety procedures.
- Performs other duties as assigned.

## **Behavioural Competencies**

The following core competencies describe the **behavioural attributes** required to effectively perform the duties of an Information and Programming Specialist:

- I am Customer Focused.
- I am a Cooperative and Collaborative Team Player.
- I am an Effective Communicator.
- I am a Continuous Learner.
- I am committed to the Mission, Vision and Values of Aurora Public Library.

### **I am Customer Focused**

- Consistently demonstrates awareness that our customers enable us to thrive as a business.
- Listens and understands customers' needs and uses that knowledge to anticipate problems and provide even better service than the customer expects.
- Treats internal customers with the same high level of service as external customers.
- Looks for new opportunities to enhance customer satisfaction.
- Takes personal responsibility for customer satisfaction by putting customers' needs first in daily tasks, and decision-making.
- Is sensitive to the differing needs, expectations, skills and abilities of the customer and provides the best possible service to accommodate these differences.
- Treats the customer with courtesy and respect and uses each interaction as an opportunity to nurture a lifelong relationship with the Library.

### **I am a Cooperative and Collaborative Team Player**

- Contributes to a positive work environment.
- Works as a productive member of a team.
- Treats others with respect and dignity.
- Discourages negativity in the workplace.
- Expresses concerns in a constructive way.
- Demonstrates commitment to organizational goals.

- Supports creative proposals for doing things a new way.
- Helps others to embrace change.
- Contribute effectively to cross-functional team initiatives.

### **I am an Effective Communicator**

- Exhibits body language that is conducive to open and respectful communication.
- Maximizes team effectiveness by coming to meetings prepared, contributing to discussions with an open mind, and dealing with differences of opinion in a non-confrontational/non-defensive manner.
- Displays effective interactive communication skills by using tact, diplomacy, respect, and honesty in all communications.
- Supports organizational decisions and conveys this support with a positive and cooperative attitude.

### **I am a Continuous Learner**

- Remain open to new ideas/approaches/concepts by reading, listening, asking questions, trying and watching.
- Embraces changes to policies and procedures, and to new ways of doing things.
- Explores and adopts new technologies for their potential to deliver new ideas, products and services.
- Learns from success and failure and builds on and applies knowledge and skills learned.
- Takes necessary steps to stay up to date with relevant and emerging techniques, approaches and technologies.

### **I am committed to the Mission, Values and Vision of Aurora Public Library**

- Understands the mission of organization.
- Realizes how my job function impacts the operation of the organization.
- Supports the organization by demonstrating flexibility, adjusting to changing job demands.
- Deals creatively with challenges or problems.
- Speaks favourably and proactively about the workplace to customers and in the community.
- Takes pride in the workplace.
- Performs day-to-day activities and job responsibilities in ways that support the library's commitment to quality.