Job Class Profile: **Librarian II**

Pay Level: **CG-37**   **Point Band:**   **814-847**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	4	2	4	5	5	4	3	3	
Points	280	67	13	19	150	108	83	64	32	816

JOB SUMMARY

Responsible for providing professional library work in all areas of librarianship including reference and research services, collection development and maintenance, bibliographic control and overall administration and management of a library/resource centre.

Key and Periodic Activities

— Provides reference and research services by answering questions and conducting reference interviews with library patrons to discover their research needs and conducts related research in a timely manner. Selects, evaluates and compiles reference materials for patrons. Advises on best resources based on information needs and utilizes expert search strategies.

— Researches, selects, evaluate and purchases new books and other library resources to ensure library collection remains current. Reads reviews of books and resources to ensure relevancy. Reviews, weeds and updates library resources in all formats. Prepares and processes invoices to purchase resource materials.

— Applies cataloguing and classification principles and standards as set out by the Library of Congress, Library and Archives Canada and in accordance with organizational policies. Conducts subject analysis to assign Library of Congress subject headings and call numbers. Ensures bibliographic standards according to Anglo American Cataloguing Rules 2 (AACR2) and Machine Readable Cataloguing 21st version (MRC21) cataloguing standards.

— Develops, implements, interprets and evaluates library policies and procedures.

— Provides instruction in the retrieval, evaluation and use of information, computers and library resources including literature/database searches. Develops subject and resource guides for library patron use.

— Performs circulation duties by checking items in and out of the collection; issuing library cards, placing items on reserve, renewing materials and maintaining user records.

— Provides instruction in library theory and resources (i.e. bibliographic instruction).

— Conducts research such as finding articles, research papers, monographs and other data to assist in the research of projects, papers and general inquiries.

— Provides inter-library loan and documents delivery services.

— Assigns and delegates tasks to library technicians, assistants and student employees. Oversees

Key and Periodic Activities
and coordinates library technical services. — Maintains daily statistics and library budget. — Prepares annual reports. — Promotes library services and events. — Participates in a variety of committees.

SKILL

Knowledge
General and Specific Knowledge: — Library policies, procedures and guidelines. — Catalogue and classification standards including Library of Congress Subject Headings, Anglo American Cataloguing Rules 2 (AACR2) and Machine Readable Cataloguing 21st version (MRC21). — Reference research. — Computer software and Internet. **Formal Education and/or Certification(s):** — Minimum: Master's Degree in Library Science or Library and Information Science (MLIS) accredited by the American Library Association. **Years of Experience:** — Minimum: 1 – 2 years of experience. **Competencies:** — Report writing.
Interpersonal Skills
— A range of interpersonal skills are utilized including listening to requests for library services and asking questions to clarify the nature of the requested services (i.e. reference requests) and providing the necessary information; providing routine information regarding library services; communicating complex information related to reference requests; promoting library services as well as providing formal and informal instruction regarding library services. — Communications typically occur with co-workers regarding daily activities and the provision of library services and employees throughout an organization; with supervisors/managers, the general public and students. — The most significant contacts would be with library patrons which, depending on the work environment, could include college students, members of the general public, government employees or health related staff (i.e. physicians, Allied Health professionals, hospital administrators, etc).

EFFORT

Physical Effort

— Work demands may occasionally result in fatigue, requiring periods of rest.
— Lifting and moving of library materials and boxes of books weighing up to 25 lbs occurs occasionally.
— Sitting, standing and walking are required regularly to complete daily tasks such as providing reference and research assistance, facilitating document delivery, conducting literature searches, classifying and cataloguing library resources and providing instruction regarding library services.
— Fine finger and precision work is required as computers are utilized to perform most daily tasks including reference and research activities.

Concentration

— **Visual** concentration is required to search online databases, catalogues and online search engines; to read and create documents, catalogue resources and to conduct research.
— **Auditory** concentration is required to listen carefully when discussing research requests/information needs and results with library patrons.
— **Repetition requiring alertness** is evident during the cataloguing process of library resources.
— **Alertness to ensure the health and safety** of library patrons is required.
— **Time pressures** exist as most information requests are time-sensitive.
— **Deadlines** exist for renewing subscriptions.
— **Interruptions** are common as library work is service oriented and requests for service can interrupt daily work tasks and activities.
— **Pace of work** is largely dependent on the information needs of library patrons.
— **Eye hand coordination** is required to operate a computer and to enter information accurately into library systems and databases.
— **Exact results and precision** is required to provide the information and research requested by library patrons. Providing inaccurate information could have negative impacts.

Complexity

— Work typically involves a series of tasks and activities that are different but allow the use of similar skills and knowledge.
— Problems tend to be somewhat repetitive and well defined where obvious or a limited number of solutions exist. IN some cases especially research and searching services the solutions are often not as straightforward.
— The most typical challenge or issue relates to requests for information or reference questions. These requests/questions can be unique in nature and require different solutions or information. Typically reference interviews are held to assess the research need and then literature searches are conducted using a variety of databases as well as searching library collections and then communicating the results and retrieving the most relevant articles or items in a timely manner. Consultation with the library patron requesting the information is ongoing throughout the process. Similar process exists for dealing with complex reference questions. Depending on the nature of information requests, there may be no standard means of answering the requests. Cataloguing and classification of library resources is another common challenge.
— High cost of specialized information resources can also present challenges since budget restrictions may not allow an organization to subscribe to all available sources of information.

Cost is also a factor when developing library collections.

— References available to address typical problems or issues include guidelines for conducting reference interviews and literature searches (e.g. grey literature, evidence-based literature); help files for specific databases; other librarians or supervisors and managers. For cataloguing and classification challenges, reference can be made to standards such as Machine Readable Cataloguing (MARC 21), Anglo American Cataloguing Rules 2 (AACR2) and Library of Congress Subject Headings (LCSH). Other references available include organizational (e.g. privacy/confidentiality) and library specific (e.g. circulation/collection development) policies and procedures.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks and activities are somewhat to generally prescribed as there are organizational policies in place related to library operations as well as established methods and standards related to the cataloguing and classification of library resources. Daily work tasks are not supervised and are dependent upon the nature and volume of information requests received.

— Independent decisions are made regarding daily library operations including prioritizing work duties; ordering supplies; budget allocation; determining human resource needs; recommending revisions to library policies; cataloguing and weeding decisions as well as the physical lay-out of the library/resource centre; selecting and organizing library resources; organizing classroom instruction on library services; processing inter-library loans and marketing library services.

— Decisions requiring supervisory approval include the purchase sign-off of books and library resources including renewing journal subscriptions and licenses for automated library software; hiring staff; travel to attend conferences and workshops; policy changes and approval of leave.

— Discretion is exercised to manage the library budget to allocate monies to meet library needs, to suspend patron accounts or reinstate accounts based on circulation policy, and to recommend policy changes.

— Discretion and judgment is exercised in interpreting cataloguing standards such as Anglo American Cataloguing Rules 2 (AACR2) and Machine Readable Cataloguing (MARC 21) standards and when conducting research for library patrons to select the most appropriate research methods and resources.

— High degree of independent discretion and judgment is utilized to make decisions regarding the library collection to ensure library resources are relevant to the collection and the organization's needs as well as to perform literature searches and reviews on policy issues.

Impact

— Results of work tasks and activities are directly felt within the immediate work area and the organization as well as outside the organization as information requests are received from several client groups.

— Results of work tasks and activities directly impact: information as a result of reference questions and research assistance, cataloguing and collection development; processes and systems in terms of new material to be entered into the library system; finances regarding the purchasing of library resources; material resources regarding the library collection; the health and safety of library patrons and corporate image since the nature of work is primarily service

oriented.

— Consequences of mistakes or errors could have an impact within the library environment since other library staff and patrons may be affected by mistakes in cataloguing information or research mistakes as incorrect information may be provided to library patrons; library finances and material resources could be impacted by purchasing materials already in the library collection; mistakes in staff scheduling could impact library operations. Consequences of mistakes or errors could lead to a negative impact on corporate image since library services are not being performed in a professional manner.

— Typical time frame to identify and resolve consequences of mistakes or errors is typically within 24 hours to discover incorrect information was provided to a patron but it may take significantly longer to identify and resolve a mistake in library acquisitions.

— Work tasks and activities are somewhat to generally prescribed as there are organizational policies in place related to library operations as well as established methods and standards related to the cataloguing and classification of library resources. Daily work tasks are not supervised and are dependent upon the nature and volume of information requests received.

Development and Leadership of Others

— Development and leadership responsibilities exist with regards to overseeing library clerk, assistant or technician positions including providing advice, guidance, feedback, on-the-job direction and training, orientation of new employees, delegating/allocating work tasks, organizing and coordinating work duties and activities and offering input into the interviewing and hiring of employees and student positions.

WORKING CONDITIONS

Environmental Working Conditions

— No special precautions or safety equipment is required.

— Limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injuries resulting in partial or total disability.

— Regular exposure to unusual/distracting noise; dirt and dust from books and book shelves; computer glare and infectious diseases from working in a customer service environment.