



MARKHAM PUBLIC LIBRARY

Virtual Services Librarian

Job Posting # 2021-17

Job Type: Union Part-Time

Hours: 19.5 hours per week on average

Number of openings: 1

Salary: \$36.06 - \$40.52 per hour

Grade: 6C

Posting Date: October 15, 2021

Closing Date: November 12, 2021 by 4:30 p.m.

Applications are now being received for a **Virtual Services Librarian** position in the Virtual Services Department with Markham Public Library. The position is currently located at the Administration Centre.

VISION FOR THE POSITION

The Virtual Services Librarian participates in the development and delivery of key customer services in a dynamic, customer-driven environment. Reporting to the Manager, Library Systems & Virtual Branch, this position is responsible for training staff and customers on various eResources. He/she is responsible for maintaining the eResources of the system, researching new products, selecting new titles, and recommending and implementing new services.

The Virtual Services Librarian is a skilled instructor and able to effectively communicate his/her vision to staff, customers and other stakeholders. He/she is future-oriented and able to effectively articulate the impact of technology trends on public library service.

DUTIES AND RESPONSIBILITIES

The Virtual Branch

1. Identifies opportunities to build and develop MPL's online presence in a manner that is consistent with the system brand and the standards of quality for in-branch service delivery.
2. Works with relevant staff to create solutions to facilitate ease of use for MPL's eResources for customers. Proactively seeks opportunities to expand and simplify access and user-friendliness of these services.
3. Anticipates and investigates trends in digital library technology so MPL can respond quickly to new opportunities. Keeps abreast of relevant research, standards, emerging technology, trends, media, training technology, and related fields.
4. Assists the Collections Strategist with the selection of eResources as needed.

Staff Training and Program Delivery

5. Identifies training needs for staff and customers and develops related training programs, particularly for eBooks and related services, online databases, and other online services.
6. Delivers programs related to MPL's digital services to customers across the MPL system.
7. Works with Learning & Growth Department to support training development and delivery ensure staff are able to support customers on the use of library digital services and technology.

Service Evaluation and Implementation

8. Works with Virtual Services team to assess, recommend, test, implement and evaluate new and existing digital services, supporting the procurement of new electronic resources for the library collections.
9. Stays abreast of current trends in technology, media, arts & culture, society, health and wellbeing and literature and literacy in order to identify any potential impacts on MPL's Virtual Services.

General Duties

10. Represents MPL on internal and external committees and advisory groups. Maintains active participation in related industry associations.
11. Assists in other departments, including Service Delivery, as required.
12. Performs other duties as required.

QUALIFICATIONS

1. Master's Degree in Library Science or equivalent from an ALA accredited faculty of Library / Information.
2. Minimum of 2 years related library experience, including minimum of 1 year working directly in a technology environment involving management of electronic resources and databases

DEMONSTRATED SKILLS

1. Strong technology skills are required. Demonstrated work experience with both Android and iOS operating systems and knowledge of wireless-based mobile communications and related devices also required.
2. Excellent customer service skills. The ability to work with a diverse group of customers, who may range in age, skill level, and interests.
3. Exceptional communication skills, including superior public speaking skills and experience, and the ability to write effective, persuasive reports.
4. Excellent creativity, strategic thinking and problem solving skills. The ability to develop appropriate service solutions to provide a satisfying and timely response to customer needs.
5. Demonstrated ability to manage multiple priorities and to work to tight deadlines. Ability to manage a high volume of work is necessary.

CORE COMPETENCIES

- Anticipates Customer Needs
- Leads Others, Without Authority
- Builds Knowledge and Competence
- Delivers Structured Teaching
- Manages Multiple Priorities
- Presents Effectively
- Communicates Proactively
- Seeks Understanding

WORKPLACE HEALTH & SAFETY

This position shall:

- Learn the Occupational Health and Safety Act, the Board's Health and Safety Policy and program, and observe and comply with health and safety regulations and procedures.
- Report health and safety hazards, incidents of infractions of the regulations to the immediate supervisor.
- Use, wear and care for protective devices, clothing and safety equipment provided by the Board for personal protection.
- Bring suggestions for the correction of occupational health or safety hazards to the attention of the immediate supervisor.

All interested candidates are asked to submit a resume and covering letter indicating how they meet the qualifications of the position to:

E-mail: jobposting@markham.library.on.ca

Please quote the job posting **#2021-17** in the Subject line.

**Recruitment Department
Markham Public Library
6031 Highway # 7
Markham, Ontario
L3P 3A7**

We thank all applicants for their interest, however, only those selected for an interview will be contacted.