

IDENTIFICATION

Department	Position Title	
Education, Culture and Employment	Head of Technical Services	
Position Number	Community	Division/Region
71-6332	Hay River	Culture and Heritage / South Slave

PURPOSE OF THE POSITION

The Head of Technical Services is responsible for managing systems within the Public Library Services office to ensure that the office is meeting the needs of Northwest Territories (NWT) community libraries. This position's responsibilities are territorial in nature and has impact on all residents of communities with public libraries.

SCOPE

Located in Hay River, the Head of Technical Services reports to the Territorial Librarian. This position supervises the Technical Services Clerk, the Community Library Literacy Coordinator, and the Order Clerk in the Public Library Services office.

The Head of Technical Services works with the Territorial Librarian in overseeing the Public Library Services office overall management and operations and is responsible for all original cataloguing using internationally accepted standards..

The incumbent works directly with community libraries to provide literacy training, literacy programming and training and support in library operations and procedures, with a special focus on collection development given the individual literacy needs of the community. position

The incumbent works independently; is given flexibility and latitude in decision making; and can initiate action without prior consent and inform Territorial Librarian after the fact of action needed and taken.

This position is responsible for expenditures in the range of \$100,000 - \$200,000 annually.

This position requires the incumbent to travel to community libraries.



RESPONSIBILITIES

1. Manages all collection development activities for NWT Public Library Services (PLS) in 21 community libraries and at headquarters for the Borrow-by-Mail (BBM) program for communities without libraries.

- Develops annual purchasing plan for library and literacy materials such as books, DVDs, and magazines in order to develop a collection that meets the needs of NWT library users.
- Remains current and informed about new developments in publishing, including new formats (i.e., e-books, EPUB).
- Makes recommendations as to when to adopt updated processes and programs.
- Selects new library materials, supervises all other expenditures on library materials, and ensures that a purchasing plan is followed.
- Analyzes circulation patterns through both library database system reports and community library reports to ensure quality community library collections.
- Makes recommendations to community libraries for weeding and purchasing for their unique collections.
- Manages rotations of new library materials to community libraries ensuring consistent delivery of new materials.
- Communicates and liaises with community library managers to ensure that rotation procedures are followed at the local level and meet local needs and interest.

2. Ensures library database integrity and reliability by managing all aspects of cataloguing, processing and shipping.

- Ensures the consistent application of internationally recognized cataloguing rules and standards to maintain the quality and effectiveness of the online database.
- Provides training and support to all cataloguers, both in person and via distance, using the shared database system.
- Performs original creation of cataloguing records as needed.
- Assists Territorial Librarian in system administration of the Interlibrary Loan system.
- Provides training and support to community libraries doing their own processing.
- Manages and supervises systems at NWT Public Library Services to ensure that library materials are received, catalogued, processed and shipped in a timely manner.

3. Manages library programs, eResources, library reports and services delivered from the NWT PLS office.

- Supervises Borrow-by-Mail (BBM) and Interlibrary Loan (ILL) service delivery.
- Supervises special programs such as Children's Book Week and the Summer Reading program.
- Creates, designs and organizes reports and statistics of headquarters operations.



- Remains current with the changing library environment and make recommendations to the Territorial Librarian for updates and changes to programs and services being offered.
- Collaborates with the Territorial Librarian to develop and organize library training workshops.

4. Trains and supports NWT PLS staff and community library staff in the use of industry standard library software, operations and procedures including library marketing and promotion.

- Creates, updates and edits library manual as required.
- Provides training in the use of acquisitions, cataloguing, circulation, collection exchange and report modules of Symphony ILS.
- Monitors and evaluates library operations to ensure staff are efficiently using software to perform their responsibilities.
- Provides training in the use of StaffWeb, Library OPAC, Interlibrary Loan (ILL) system, and electronic databases.
- Provides training in library operations and procedures, including shelving using Dewey Decimal Classification (DDC), manual circulation procedures, book processing, collection development and cataloguing.
- Supervises and manages NWT PLS staff to ensure they possess the knowledge and skills to use GNWT human resources and financial accounting systems.
- Provides training and support to NWT PLS staff to ensure they possess the knowledge and skills to assist community library staff either in person or by distance.
- Provides direct training and support to community library staff during library visits, formal training sessions and ongoing consultation with an emphasis on literacy training and library programming.

5. Act for the Territorial Librarian as required.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent will be required to travel 20+ days per year.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of public library practices and procedures.
- Ability to do original cataloguing and authority control of bibliographic information in cataloguing records.
- Ability to provide systems administrator support for computerized library systems.
- Knowledge of library cataloguing standards.
- Knowledge of and ability to facilitate training in literacy programming.
- Ability to consider diverse literacy levels across the general population when developing documents and resources.
- Knowledge of computerized library systems, databases and software.
- Skills relating to new and emerging technologies in the field of literacy and library software and programs.
- Skilled in the use of computer technology for communication and presentations.
- Knowledge of and/or the ability to acquire and apply knowledge of financial administration and human resources software programs.
- Knowledge of basic records management policies and procedures, including records disposition.
- Verbal and written communication skills.
- Ability to manage time and tasks efficiently and effectively.
- Ability to critically analyze, organize and apply information gathered through research and present information in a variety of formats to various audiences.
- Ability to hold and/or acquire and apply an understanding of the impacts that colonization, institutional and structural racism, and biases have had on society, in particular Indigenous people.
- Ability to build strong relationships and work directly with community members.
- Ability to adapt communication style to multiple cultural environments.
- Ability to engage the public in a culturally appropriate manner, both in writing and orally, to members of other, different communities.
- Skilled in teamwork with members from a variety of backgrounds and cultures.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A Degree in Library Science or Library and Information Services, or related field and three (3) years of experience working in a public library, including one (1) year of supervisory or team lead experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☒ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☒ French preferred

Indigenous language: Indigenous Language - Not Specified

- ☐ Required
- ☒ Preferred