Job Description

Job Title:	Information Services Specialist
Department:	Library, Information Services & Resources, Davis Centre Library
Reports To:	Head, Information Services & Resources, Davis
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	March 2021

Primary Purpose

The Library's Information Services Specialist (the Specialist) is responsible for ensuring the seamless delivery of the Library's information services to our patrons. The Specialist works with staff across library departments, they provide training, share best practices, undertake assessment and usability activities, and make recommendations to ensure an accessible, accurate and high-quality information services experience.

Key Accountabilities

Library Information Service Administration

- Chairs the Library's Information Service Operational Oversight Team which provides oversight for Library information service delivery, identifies priorities, projects, and initiatives, and makes service recommendations to Library managers
- Undertakes scheduling of physical and virtual services and coordinates scheduling activities across departments
- Ensures seamless service delivery by overseeing the staffing of physical and virtual library information service points and acts as back-up service provider
- Participates in the testing and adoption of new services and service delivery platforms
- Implements updates, troubleshoot issues, and communicates with 3rd party virtual library information service software vendors
- Collaborates with staff in other Library departments to maintain a knowledgebase for library staff and patrons
- Keeps current with library resources

Training

- Develops and delivers ongoing library information services training that includes onboarding for information service delivery
- Regularly shares best practices and library updates related to information service delivery
- Coordinates training sessions to highlight library resources, services, and campus updates
- Trains staff in the use of library information service delivery platforms
- Ensures information service delivery training materials are AODA compliant

Service Delivery

- Assists patrons in locating library resources and services as well as campus information via face to face and virtual services (physical information desk, chat reference service, email reference)
- Instructs patrons in the use of library resources and services
- Provides direction to service providers and troubleshoots issues arising in information service delivery

Assessment

- Coordinates gathering of data related to service use
- Analyzes data and makes recommendations for service improvement and ongoing accessibility

Usability

- Participates in usability and accessibility projects related to library information service delivery

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Bachelor's degree or equivalent in education/experience

Experience

- Experience with service coordination and scheduling
- Experience providing training and coaching and demonstrates a high degree of skill in providing training for adult learners
- Extensive experience using library services and resources, preferably with experience working in an academic or public library setting
- Experience with office software: MS Word (Intermediate); Excel (Intermediate); PowerPoint (Intermediate)

Asset

- Experience with user experience testing
- Experience using the Springshare LibAnswers platform

Knowledge/Skills/Abilities

- Demonstrated aptitude for providing excellent customer service
- Proven ability to clearly and positively communicate complex concepts; excellent oral and written communication skills
- Outstanding interpersonal skills and good judgement, with a demonstrated ability to maintain respectful, and constructive working relationships across multiple levels and diverse stakeholders
- Demonstrated ability to analyze data and make recommendations
- Proven ability to take initiative and manage multiple projects, priorities, deadlines, and develop/implement process improvements
- Demonstrated aptitude for investigating and troubleshooting technical and process related issues
- Demonstrated ability to keep current in areas of responsibility

Asset

- Knowledge of AODA and accessibility standards

Nature and Scope

- **Contacts:** Internally, communicates across multiple departments with all information services delivery staff. Works with Digital Initiatives (DI) and Library Technology and Facility Services (LTFS) to resolve problems with software and web-based tools and technologies being used to support information service delivery. Externally, this position has significant contact with students, faculty and staff through the provision of high-quality customer service.
- **Level of Responsibility:** This position works with minimal supervision and has no direct reports. This person is responsible for the scheduling and staffing of physical service points and online information services. The position provides ongoing assistance, training, and coaching to co-workers to ensure a very high level of service quality and accuracy is achieved. Responsible for determining assessment needs, implementing assessment, and analyzing results for service improvement. This person is also responsible for AODA compliance in their activities related to information service delivery training.
- **Decision-Making Authority:** Responsible for problem-solving daily issues as related to responsibilities. As Chair of the library's cross departmental Information Service Operational Oversight Team, makes decisions about Library information service priorities, projects, and initiatives. Makes recommendations to Library Managers about information services staffing, improvements and new technologies/technology upgrades needed to provide effective information services. Works with manager and others to solve more complex problems
- **Physical and Sensory Demands**: Demands typical of a public service position operating within an office environment.
- **Working Environment:** Exposure to conditions typical of a public services position.