

Professional Job Position Description

Section I: Position information

Effective date	2026-03-27	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Instruction and Reference Services Librarian		
Position number	999843		
Classification level	Professional B		
Position affiliation	<input checked="" type="checkbox"/> AUFA <input type="checkbox"/> Excluded		
Location	Virtual with Place Based Functions		
Department	Library and Scholarly Resources		
Reports to	Associate University Librarian, Learning & Research Services		

Position summary

Briefly describe the main purpose(s) of the position.

The Instruction and Reference Services Librarian is responsible for:

- Creating digital and information literacy tutorials, webinars, and other instructional resources
- Promoting digital and information literacy within the University Community
- Providing reference services to the Athabasca University community (learners, faculty, and staff)
- Providing training sessions for Library staff
- Working with faculty, course development teams, and learning designers to integrate information and digital literacy into the curriculum
- Providing direct service on the Library Information Desk, including staffing the library's chat service

The position reports directly to the Associate University Librarian, Learning & Research Services and works closely with the other librarians and staff.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

Digital and Information Literacy Instruction

- Creates and revises digital and information literacy tutorials and other instructional resources
- Develops scripts and teaches webinars on information literacy topics and library resources for students, faculty, and staff in conjunction with other library staff
- Participates in the development of the library's digital and information literacy initiatives and projects, including the planned information literacy self-assessment tool
- Promotes awareness of digital and information literacy at AU through presentations

- Works with faculty, course development teams and learning designers to embed digital and information literacy instruction and assessment into the curriculum

Reference Services

- Responds to reference queries from undergraduate and graduate students, faculty, and staff across all areas of the AU curriculum
- In responding to reference queries, instructs library users in the discovery, evaluation and use of library and other research materials in a variety of formats
- Compiles and provides monthly statistics to appropriate staff
- Contributes to the development and expansion of the Library's online resources, information portal and web pages
- Promotes awareness of AU Library

Additional Duties

- Serves on the AU Library Information Desk
- Staffs the library's chat service
- Develops and delivers training workshops for library staff who serve on the Library Information Desk
- Informs collection needs, giving attention to areas of programming offered by AU and recommending specific items for acquisition
- Participates in weeding and development of the main and reference collection as appropriate
- Participates in appropriate committee work
- May supervise project staff or summer students
- Perform any other duties as assigned by supervisor or the University Librarian

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Communication

The incumbent in this position communicates regularly with Library staff, AU faculty, staff and students. This position works closely with both the Associate University Librarian, Learning & Research Services and other instructional staff. The incumbent must be able to express clearly complicated concepts in written and oral forms when responding to reference and other queries

from learners, faculty and staff, and in the development and presentation of webinars, and tutorials. The incumbent will be required to describe complicated topics clearly and logically in all aspects of the position. In delivering webinars, the incumbent will be responding to questions from all levels of students, faculty, and staff. Clarity of text and content is crucial in tutorials, as students will often be using these resources independently, and may not be able to contact the library with questions.

The incumbent will be required to communicate with a wide range of individuals and groups, i.e. faculty, students, vendor/training representatives, and colleagues internal and external to AU Library.

Supervision

The incumbent may supervise casual or temporary staff on an intermittent basis.

Impact of service or product

The availability of a broad range of current digital and information literacy tutorials has a significant impact on students' ability to use the library's resources effectively and complete assignments successfully. These tutorials also affect faculty research and teaching, and the integration of digital literacy into the curriculum. It is essential that instructional resources created by the incumbent be of the highest quality. Creation and revision of digital and information literacy tutorials requires the incumbent to have a solid understanding of different pedagogical approaches, to present complex topics clearly and effectively support the development of these skills across the disciplines. Accuracy and attention to detail are essential in this position, ensuring that the library provides quality services and resources to its patrons. The incumbent will present tutorials and webinars clearly, as this encourages the use of Library resources and creates a positive impression of the library. Timeliness is essential.

Independence of action

The incumbent works closely with the AUL, L&RS and other library staff in developing tutorials and presenting webinars. Decisions may be reviewed to ensure they are appropriate and in agreement with established practices. The incumbent may confer with senior staff before making decisions.

Complexity

This position requires the incumbent to have a thorough knowledge and understanding of tutorial building platforms, library systems and organization, and pedagogical approaches, to articulate clearly complicated concepts in various media forms, and in direct interactions with students and faculty. The work of the incumbent will support the development of student digital literacy skills across the disciplines and assist faculty in course and program development. All aspects of this position require the incumbent to have strong analytical skills and a thorough understanding of all Library processes to provide effective support to students, faculty and staff. The incumbent must have a strong working knowledge of the AU curriculum, policies and procedures, and excellent searching, problem solving and communication skills. The incumbent provides a variety of services within reference, including instruction on the use of library resources, and applies creative problem-solving techniques regarding the delivery of library services and resources to patrons. Analysis of

materials and subject matter is required to facilitate research at the upper and graduate level. The incumbent will need to work with, and train others in the use of diverse collections of systems and research tools.

The work done by the incumbent has a significant impact on the work of students and faculty on a long term basis, as tutorials may be embedded directly in courses and assignments and will be used by students to support their course work, which has an impact on the assessment of student learning outcomes. Library systems are complex, and the processes used to navigate these systems varies extensively, requiring the incumbent to have background knowledge of how they are organized, so that clear explanations can be provided.

Planning

Duties and responsibilities require the investigation and analysis of problems, questions, and situations. The ability to set priorities and work effectively to deadlines is essential. The incumbent is flexible and able to adapt within a changing environment to meet the needs of staff and learners.

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Masters in Library Science from an ALA-accredited library school or equivalent is required
- One to three years' experience of reference service and instruction is required, preferably in an academic library
- Working knowledge of online pedagogy, and teaching and learning strategies at the university level is highly desirable
- Experience using tutorial creation software packages is highly desired
- A demonstrated understanding of graduate research requirements and processes
- Effective verbal and written communication skills are essential
- Strong interpersonal skills with a particular interest in providing superior user service
- Excellent time management and organizational skills, and the ability to meet deadlines is essential
- An understanding of web design principles is highly desirable
- Attention to accuracy and detail are important

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.