

Information and Creative Technical Services – Subsidiary 12

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Information & Creative Technical Services 5 (Point Range 314 - 370)												
012	127IC01	Culture & Tourism	Designer, East Central Edmonton Region	E	I	2	200	33	66	R1	76	342
Information & Creative Technical Services 4 (Point Range 269 - 313)												
012	126IC01	Culture & Tourism	Display Artist	E-	I	2	175	29	50	R1	57	282
Information & Creative Technical Services 3 (Point Range 228 - 268)												
012	125IC05	Culture & Tourism	Artefact Services Officer - Woodwork	D+	I	1	152	29	43	R1	50	245
012	125IC04	Culture & Tourism	Graphic Artist	E-	I	1	152	29	43	R1	50	245
012	125IC03	Service Alberta	Reference/ Audio Visual Technician	D+	I	1	152	25	38	R1	43	233

012	125IC02	Justice & Sol. Gen.	Branch Library Coord.	D+	I	1	152	25	38	R1	43	233
012	125IC01	Service Alberta	Indexing/ Reference Technician	D+	I	1	152	25	38	R1	43	233
Information & Creative Technical Services 2 (Point Range 192 - 227)												
012	124IC04	Culture & Tourism	Technician, RTMP	D	I	1	132	25	33	R1	38	203
012	124IC03	Justice & Sol. Gen.	Medical Photographer	D	I	1	132	25	33	R1	38	203
012	124IC02	Service Alberta	Serials/ Circulation Technician	D	I	1	132	25	33	R1	38	203
012	124IC01	Service Alberta	Acquisition/ Cataloging Technician	D	I	1	132	25	33	R1	38	203
Information & Creative Technical Services 1 (Point Range 161 - 191)												
012	123IC01	Culture & Tourism	Archives Technician	D	I-	1	115	22	25	R1	29	169

Subsidiary 12

Benchmark Evaluation - 127IC01

Identification Section

Working Title:	Designer, East Central Edmonton Region
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Manager of Creative Services
Levels to D.M.:	5
Job Description:	127IC01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	127IC - Information and Creative Technical Services 5

Comments on Role

This is a technically challenging position that designs and develops graphic and 3 dimensional exhibits at several historical attractions and museums in a large region of the province. Position will work with content experts to determine the materials and theme for individual projects and will design the concept and products accordingly. Will supervise contractors that build and install the exhibits.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
EI2 200	33% 66	R1 76	342

Comments on Evaluation

- **Knowledge:**

Requires theoretical and practical knowledge of art and display design, production and maintenance with skills to translate exhibit concepts into models, drawings and sketches that communicate specific design intent to team members. Position requires knowledge of display construction and audio-visual equipment. Requires project management for complex installations and will provide direction to contractors.

- **Creativity/Problem Solving:**

Position is provided overall themes and information from context experts and develops the concept and subsequently the detailed, unique designs for displays and exhibits. Requires creative thinking and technical research in solving various operational design problems.

- **Responsibility:**

While position has high creative content, its main focus is the development and installation of displays and exhibits for a large region of the province. Therefore, position is seen to have a results focus overall.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 127IC01

Identification Section

Working Title:	Designer, East Central Edmonton Region
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Manager of Creative Services
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The position is responsible for the creation, production and maintenance of exhibits, displays, audio-visual programs, signs and printed materials (collectively referred to as media). These responsibilities are executed in support of the operating historic sites, interpretive centres and museums and with occasional consultation and assistance provided to community partners. This position works as one of the experts within a team of specialist museum professionals. Within the team structure the designer interprets the diverse range of information and details contributed by the group and then synthesizes these into a user understandable information package or medium, such as an exhibit. The designer works towards one of the principal goals identified within both the branch and departmental business plans, that of presenting information about cultural resources, and about their historical significance.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

The designer works within the frameworks of the Facility Operations Management Teams, the goals and objectives of the Historic Sites and Cultural Facilities Branch, the financial policies and procedures of the Government of Alberta and the professional standards for designers. Within these parameters this position is responsible for:

1. Producing planning documents that guide the creative process to a final product, specifically by

Consulting with the prime client (i.e. the facility) and the larger project team to determine all the needs, benefits and potential constraints associated with the project.

By identifying the desirable benefits to the visitors and the operations of the site or interpretive centre, a range of options can be considered as possible solutions.

Evaluating and ranking the identified needs that were solicited from and presented by the prime client and the project team, a series of limits can be identified that eliminate some of the options.

Synthesizing into a coherent package all the inputs, a *Goals and Objectives Statement* can be prepared.

Developing cost estimates that allow for the development of a range of solutions.

Establishing project schedules to meet delivery targets.

The end result is a planning document that shows all stakeholders a possible process to achieving a creative communication solution (i.e. exhibit).

2. Creating appropriate design solutions through the application of an accepted *Design Process*, specifically by

Creating *Concept Design* options that meet the communications requirements of the planning document.

Developing *Schematic Design* solutions that accommodate the concepts within the physical constraints determined by the limits of the facilities, their amenities and the planning documents.

Exploring *Developed Design* options that resolve conflicts between the message content, the selected presentation techniques, budgets, schedules, constructions and space use.

Creating the *Working Drawings* that define the construction details and final appearance of the completed project.

The end result has resolved the Planning Objectives against specific design problems and has produced a set of Drawings and Specifications that allow for the production of the medium (i.e. exhibit).

3. Producing, installing and/or delivering the final product, specifically by

the incumbent, using the tools and workshops and workspaces available within the branch and division.

Using in-house staff resources for special skills and knowledge.

Employing specialized contracted services for the fabrication of elements or the entire projects.

Using third party assistance, such as volunteers and community partnerships such as the Friends groups, which are attached to many of the sites.

Supervising the construction and installation of the fabricated components if being done through contracted services, to ensure compliance with the drawings and specifications and the design intent.

The end result is a functioning interpretive and/or communications medium that supports and enhances the program delivery of the operating sites, interpretive center or museum.

4. Maintaining the installed and functioning products, specifically by

Developing work plans, schedules and budgets that address the need for regular and cyclical maintenance.

Making regular site visits to perform inspections and to repair, replace or upgrade components that have met their performance measure or exceed their lifespan. Or removal of damaged or aged elements before they become a safety hazard for visitors.

Continued evaluation of installed exhibitory against current technological advances in materials and media and against contemporary communications models.

Recommending the review and evaluation of media that has exceeded its expected lifespan.

The end result is high quality communications media delivered to the visitor and the smooth operation and integration of the appropriate programming activities with the historic site, interpretive center or museum.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This work and the final products of this position have an impact on facility operations, public programming, marketing, publications, visitor satisfaction and visitation. The local community measures the success or failure of every project against local prestige, historic resource preservation, increased tourism activity, and financial benefits accrued to the local economy. Visitor expectations can be high as the experienced tourist/visitor compares provincial heritage facilities to other national and/or international historic and cultural resource destinations.

The diversity and complexity of the work requires the assimilation and integration of information from many sources, an understanding of the best uses for the different communications media and creating a unified product that adds to the visitor's experience at the historic sites, interpretive centres and museums. Complexity also revolves around managing the expectations of facility operators against limited budgets. The need to be creative in communicating ideas in new ways is the prime focus of the designer. Creativity, however, is also required when dealing with limited resources, community expectations, visitor needs, and political realities.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position contacts and consults with: team members, who are branch staff representing other professional museum disciplines all of whom have roles to play in the development of design projects; specialists from other departments, providing external services to site operations; consultants, who are providing contracted services; and community partners, who are providing community input and, at times, the funds necessary to pay for the projects. These people and groups bring needs, wants, constraints and limitations that are modifiers on project plans and these elements need to be considered and acknowledged in any development. This position also maintains professional contacts with other designers, both internally and externally, in order to stay professionally current. This position takes general directions from the Goals and Objectives as identified in the various Government Business Plans, and specific directions from the position's supervisor when special circumstance dictate a need for a modified response to public or political pressures. The position provides instructions about design issues to colleagues on a project-by-project basis to ensure a high quality end product at the conclusion of team projects.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires significant theoretical and practical knowledge of communication design, production and maintenance with skills to translate exhibit concepts into models, drawings and sketches that communicate specific design intent to team members.
- The position requires knowledge and application of display construction, audio-visual systems and print media.
- Project management and strong interpersonal skills to work in a team environment are necessary.
- Computer literacy (both PC and Mac) and familiarity with computer design programs that are typically used by design professionals is required.
- Typically this position requires graduation from a university or design school with specialization in communications design.

Organization

(Working titles of positions reporting directly to this position.)

This position has no current supervisory responsibilities, but oversees contractors; from time to time, the position may have supervisory responsibility for volunteers, interns and/or practicum placement students.

Organizational Chart

BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Manager, Northern Operations & Central Services
Classification:	Senior Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Manager of Creative Services
Classification:	Manager



PEER POSITION	
Working Title:	
Classification:	



BENCHMARK POSITION	
Working Title:	Designer, East Central Edmonton Region
Classification:	ICTS 5



SUBORDINATE POSITION(S)	
Working Title:	
Classification:	

Subsidiary 12

Benchmark Evaluation - 126IC01

Identification Section

Working Title:	Display Artist
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Head of Design and Production
Levels to D.M.:	6
Job Description:	126IC01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	126IC - Information and Creative Technical Services 4

Comments on Role

The Display Artist formulates visual concepts from selected scientific or cultural themes at the Provincial Museum of Alberta. Designs and assists in the implementation of 2 and 3 dimensional exhibits for permanent, temporary and travelling projects. Visual material produced includes graphics, illustrations, audio-visual presentations and signage. The Display Artist is responsible for scheduling, budget control and tracking for resources used in an assigned project.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E-I2 175	29% 50	R1 57	282

Comments on Evaluation

- **Knowledge:**

Must be familiar with the use of all design and production media such as computer-aided design, graphic design processes, artefact presentation, audio-visual presentation, and display construction techniques. The E- rating is due to the breadth of knowledge in techniques rather than theory and principles. Position receives and provides information. Individual contributor with a solid appreciation of the overall program. Position must work effectively with external agencies, volunteers, contractors, and other departments and agencies to resolve problems with a pro-active approach. Also supervises permanent and temporary employees and volunteers.

- **Creativity/Problem Solving:**

Working within the general parameters of exhibit type, size limits, budget, general deadline and a brief theme statement, the position uses considerable independence to take the display from design concept to final installation.

- **Responsibility:**

Focus of the work is on creating 2 and 3 dimensional exhibits. Delivery focus.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 126IC01

Identification Section

Working Title:	Display Artist
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Head of Design and Production
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Display Artist works on assigned projects based on scientific or cultural themes formulating visual concepts, preparing preliminary design drawings, sketches and models, drafting contract documentation, measured drawings, detailed drawings, supervises/coordinates fabrication and final installation and monitors post-opening maintenance. The Display Artist is responsible for scheduling, budget control and tracking for resources used in an assigned project.

Visible end product of above-noted activities are exhibits that successfully house, preserve and interpret the natural and human history of Alberta in a manner which is accessible, educational and entertaining for the general public.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Design

Undertakes the planning and design of major exhibits in cooperation with the curator and project team by developing concepts consistent with the proposed themes.

Provides team with visuals in the form of concept drawings for approval, as well as any additional drawings, elevations, models or mock-ups as required.

Prepares budget estimate for each exhibit: including materials, identifying contract support and sub-trade, relevant cost and suppliers list.

Ensures the legibility, quality and appropriateness of all type, illustrations, photographic and archival material in various permanent, temporary or traveling exhibits are maintained.

Consults with curatorial and conservation staff, to ensure mounting, security and climate control standards are being maintained for all artifacts, specimens and archival material.

2. Production

Prepares working drawings, schedules and specifications as needed for fabrication and installation.

Provides supervision and guidance to production staff and/or contractors, who may be assigned to do this work, in the fabrication and installation of various permanent, temporary or traveling exhibits.

3. Installation

Installs and dismantles in-house, incoming feature, community and cultural exhibits.

Travels as required to implement exhibits and workshops.

4. Administrative Duties

To ensure timely and cost effective completion of projects, prepares and manages production schedules and budgets.

As team leader, call and chair meetings to ensure continuity of project.

A working knowledge of Occupational Health and Safety regulations and their correct implementation within the work environment.

5. Liaison

The designer must be able to work effectively with external agencies, volunteers, contractors and other departments and agencies, to solve on-the-spot problems with a proactive approach.

Maintain good professional working relationship between designers and others involved in specific projects.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is provided information on the type of exhibit, size limits, general deadlines, and a brief theme statement. From these parameters the position follows a process of design, from concept development thru preliminary design, contract documentation, fabrication and final installation.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Contact is with all team members responsible for the development of a specific project. Will work closely with all team members from concept development to final installation and post-opening maintenance.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

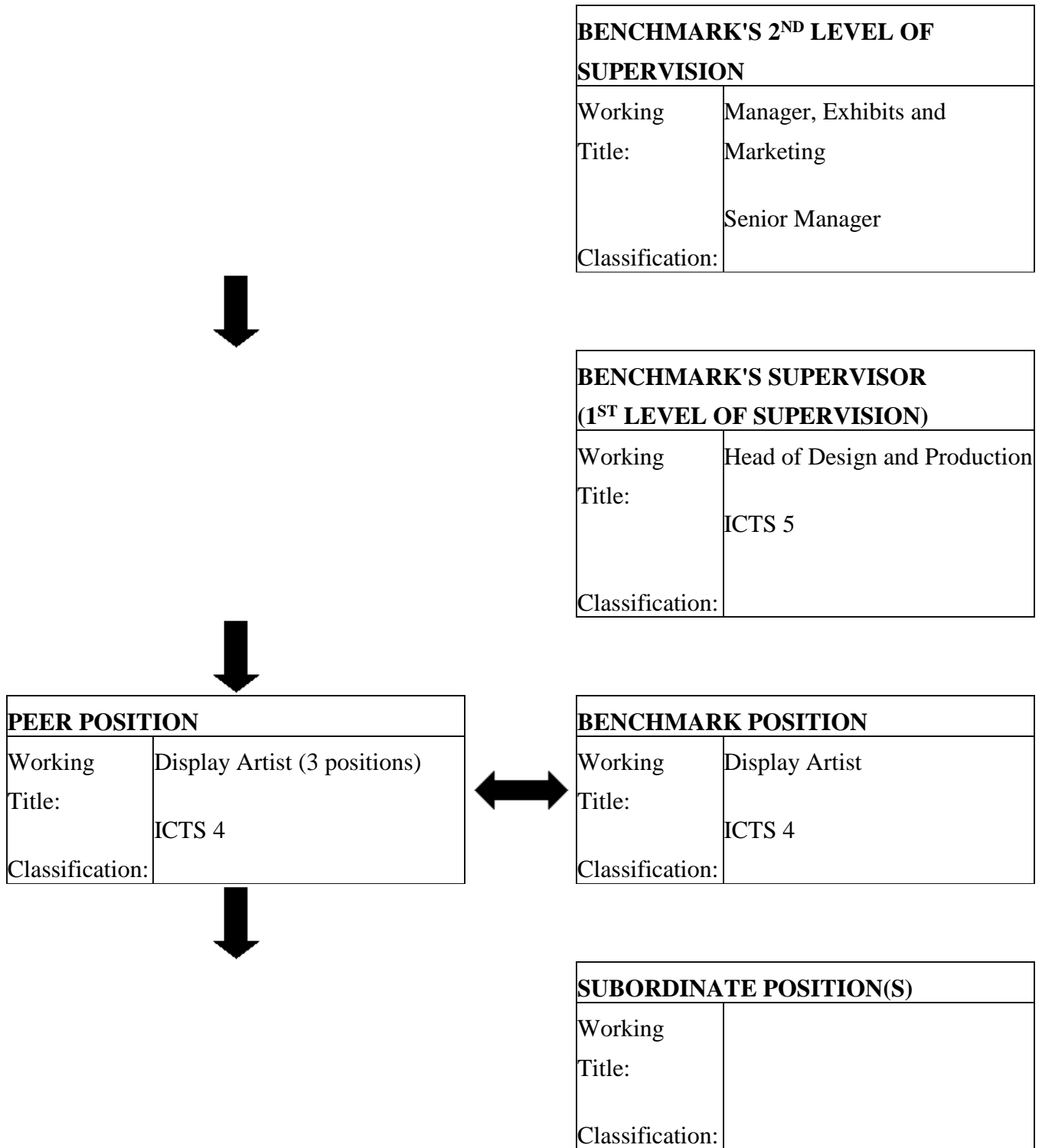
- Graduate from a recognized school of commercial art or design, or an equivalent of experience and education.
- At least 2 years of relevant experience in the field of Museum exhibits design.
- Proficient in budgeting, scheduling, computer aided design and supervision. Basic wood working knowledge and use of hand tools.
- Valid driver's license.
- Creativity and originality needed to develop fresh and attractive, yet appropriate, layouts and designs.
- A sensitivity to the use of colour, texture, shape and typography when applied to three-dimensional design, and spatial relationships.
- A good knowledge of conservation guidelines and security requirements (fire, OH&S) for artifacts, specimens and archival material, with an ability to apply these to the design of the exhibit structures.
- A working knowledge of building materials and auxiliary media, i.e. A/V, kinetic and optical devices.
- Good written and oral skills.

Organization

(Working titles of positions reporting directly to this position.)

Supervises permanent and temporary employees, contractors and volunteers involved in exhibit production.

Organizational Chart



Last Review / Update: 2016-03-11

Subsidiary 12

Benchmark Evaluation - 125IC05

Identification Section

Working Title:	Artefact Services Officer - Woodwork
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources Div., Historic Sites and Cultural Facilities Branch, Reynolds Alberta Museum
Reports To:	Foreman
Levels to D.M.:	6
Job Description:	125IC05
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

As a key part of a restoration team, this position is responsible for the wood component of large and complex restorations of agricultural, industrial and transportation artefacts for Reynolds-Alberta Museum. Position researches the appearance and operation of the artefacts. Provides explanations to the public and performs promotional activities such as preparing and delivering workshops. Overall, this position is a highly skilled and specialized craftsman.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+I1 152	29% 43	R1 50	245

Comments on Evaluation

- **Knowledge:**

Requires considerable knowledge of restoring wooden components on vintage agricultural, industrial and transportation artefacts. Needs expertise in characteristics of wood, wood machining, manual wood processing and wood treatment. The D+ rating reflects the highly skilled and specialized nature of this position. Position also has considerable contact with the public to provide information on the role of the artefact and the restoration process.

- **Creativity/Problem Solving:**

The fragile nature of the artefacts adds complexity to the role. While there are guidelines to follow, the restoration and treatment of each individual artefact requires judgement as to approach as no two artefacts are exactly alike.

- **Responsibility:**

Position is a key component of restoration project teams. The position is responsible for complex restoration and maintenance treatments on wood and other components of all types of mechanical artefacts; therefore, focus is on program delivery.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 125IC05

Identification Section

Working Title:	Artefact Services Officer - Woodwork
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources Div., Historic Sites and Cultural Facilities Branch, RAM
Reports To:	Foreman
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Artefact Services Officer - Woodwork, specializes in woodworking and preserves, restores and interprets Alberta's material history related to agriculture, industry and transportation. Located at Reynolds - Alberta Museum, one of North America's premier museums of transportation and industry, the position restores, maintains, documents, researches, operates and interprets artefacts. Provides educational opportunities and information to the public on the artefacts. Participate in museum wide events and committees.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. As part of a team, the position is responsible for complex restoration and maintenance treatments on wood and other components of all types of mechanical artefacts in Historic Sites and Services Collections. Requires independent

judgement using a wide range of chemical and physical processing, hand and power tools. Artefact restorations are to international museum standards.

2. The position provides advice and consultation to the public and internal clients on restoration research and procedures. Maintains and develops restoration standards and knowledge in the area of agriculture, industry and transportation. Prepares artefact treatment proposals and advises on usage proposals. Researches and carries out photographic, written and other documentation of artefacts in the Reynolds - Alberta Museum.
3. Assists with curatorial issues, particularly related to wood.
4. Act as an interpreter, and plans, prepares and delivers educational workshops and programs for the public.
5. Works with the public, sponsors, volunteers and other staff. Provides information and interprets the artefacts and programs. Promotes the museum.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is a skilled technical resource to a museum and is a component of restoration teams. This role requires the research of products and techniques to be used in the individual restoration projects, the fabrication of unique "templates". The position assists with the development and installation of exhibits/displays and the staging of public events.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Considerable public contact for the purpose of interpretation and promotion. Delivers workshops and programs to the public. Works in liaison with other agencies such as Alberta Infrastructure and Transportation, Canada's Aviation Hall of Fame, and the Friends of the Museum. Participates in public speaking and public relations events pertaining to the work of restoration and the museum's programs.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires considerable knowledge of restoring wooden components on vintage agricultural, industrial and transportation artefacts.
- Needs expertise in characteristics of wood, wood machining and manual wood processing.
- Requires good communication skills, both oral and written, as well as public relations abilities and the ability to interpret technological artefacts.
- Position typically requires a trade or technical certification.
- Must have an excellent working knowledge of safety practices and regulations.
- Must have proven research skills and report writing skills, and familiarity and working knowledge of word processing.
- The position requires a trade's certification in cabinetry and/or carpentry and several years of related experience.

Organization

(Working titles of positions reporting directly to this position.)

While position has no ongoing supervisory responsibilities, position provides instruction, guidance and appraisal of interns, volunteers, students and contractors. This position is regularly scheduled as the weekend shift supervisor at the Reynolds-Alberta Museum, responsible for facility and staff supervision, admissions administration and public presentation of the museum.

Organizational Chart

BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Manager, Reynolds Alberta Museum
Classification:	Senior Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Foreman Technologies 3
Classification:	



PEER POSITION	
Working Title:	Artefact Service Officer
Classification:	ICTS 3



BENCHMARK POSITION	
Working Title:	Artefact Service Officer - Woodwork
Classification:	ICTS 3



SUBORDINATE POSITION(S)	
Working Title:	
Classification:	

Last Review / Update: 2016-03-11

Subsidiary 12

Benchmark Evaluation - 125IC04

Identification Section

Working Title:	Graphic Artist
Department:	Culture and Tourism
Division, Branch/Unit:	Provincial Museum of Alberta, Exhibits and Visitor Services
Reports To:	Exhibit and Graphics Coordinator
Levels to D.M.:	5
Job Description:	125IC04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

In both computer aided and manual media, the position designs and produces a full range of 2 dimensional graphic products for use at the Provincial Museum such as exhibition graphics, catalogues, gallery guides, signage and educational materials.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E-I1 152	29% 43	R1 50	245

Comments on Evaluation

- **Knowledge:**

Position requires a thorough knowledge of various graphic art techniques and principles. The E- rating results from the position working in 2 dimensional media and the breadth of knowledge is in graphic techniques versus theory and principles of design. This position is an individual contributor that requires a solid appreciation of how the artwork that it creates is required to fit with the overall exhibit or printed material. Communication is typically for the purpose of gaining understanding of client requirements and to provide basic information.

- **Creativity/Problem Solving:**

Position requires creativity to develop graphic art materials through automated and manual methods. Developed materials reflect the incumbent's personal choices and interpretations of guidelines set out by the Coordinator.

- **Responsibility:**

Focus of position is on producing exhibition graphics, digital artwork, finished graphic products, text and labels.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 125IC04

Identification Section

Working Title:	Graphic Artist
Department:	Culture and Tourism
Division, Branch/Unit:	Provincial Museum of Alberta, Exhibits and Visitor Services
Reports To:	Exhibit and Graphics Coordinator
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

In both computer aided and manual media, the Graphic Artist designs and produces exhibition graphics, graphic concepts, digital artwork finished graphic products, text and labels. Position is responsible for the graphic production of electronic newsletters, catalogues, gallery guides, ads for various print media, educational materials, papers and indoor and outdoor signs.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Position generates concepts, digital artwork, text and labels for exhibits, catalogues, gallery guides, papers and reports in computer aided (e.g. Macintosh) and manual (e.g. boardwork) environments. Position will discuss requirements with specialists, provide teams with visual concepts, provide cost and material estimates, and provide guidance and technical assistance to designers and staff.

2. Position will assist ongoing projects by building electronic files of reusable forms, clip art and gallery plans.
3. Provides various graphic services such as the production of flyers, invitations, educational materials and signage.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position prepares a variety of graphics materials for the Provincial Museum of Alberta using automated and manual methods.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position must convey technical information to non-graphic specialists including curators, administrators and other museum specialists.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

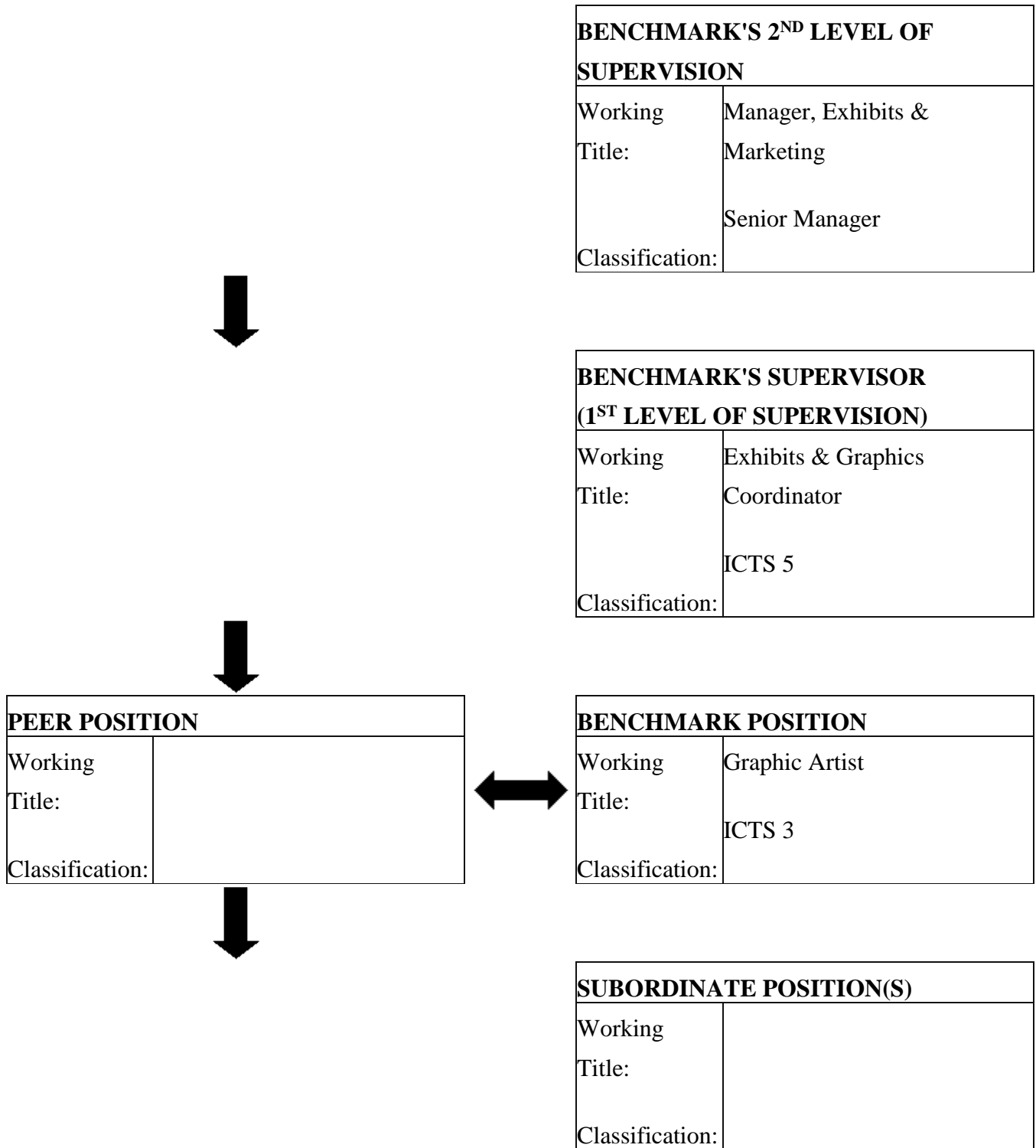
- Position requires a thorough knowledge of the principles and techniques of visual communication as applied to two-dimensional design and the ability to convey ideas.
- Must have a thorough understanding of several graphics software programs such as Adobe Illustrator, Quark Express, Adobe Photoshop, Acrobat and Distiller, etc.
- The ability to do manual layouts and paste-ups is also necessary, as is good illustration skills.
- Position requires a working knowledge of suppliers and materials related to the production of pre-print and printed products.
- Must be capable to operate Macintosh computer stations, flat bed scanners and large scale roll printers and plotters, i.e. HP Designjet 5000-PS as well as dry mounting and lamination equipment.
- Typically requires graduation from a four year commercial art, industrial design or fine art program.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Organizational Chart



Last Review / Update: 2016-03-11

Subsidiary 12

Benchmark Evaluation - 125IC03

Identification Section

Working Title:	Reference/Audio Visual Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administrative Services
Reports To:	Head Librarian
Levels to D.M.:	5
Job Description:	125IC03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

Position is responsible for the operation, maintenance and distribution of audio-visual materials province-wide. Also responsible for providing extensive reference services to various levels within multiple ministries and the general public.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+I1 152	25% 38	R1 43	233

Comments on Evaluation

- **Knowledge:**

Position requires a working knowledge of library operations including the principles of indexing and indexing systems. Additionally, the position requires the ability to assess audio visual materials for possible acquisition. As well, the reference responsibilities require this position to have a diverse knowledge of subject disciplines (content knowledge), broad understanding of the needs of the users and research skills which increases the knowledge rating to D+. While the position is an individual contributor, it must be aware of other department business in order to provide reference search services and acquire audio visual materials. Position communicates extensively with department staff and the public to exchange information.

- **Creativity/Problem Solving:**

Requires organization and a degree of judgement in order to meet the information and multi-media requests of the clients.

- **Responsibility:**

Responsible for delivering library services both audio-visual and reference to staff and the public.

Last Reviewed: May 23, 2003

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Job Description - 125IC03

Identification Section

Working Title:	Reference/Audio Visual Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administrative Services
Reports To:	Head Librarian
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

This position is responsible for the operation, maintenance and distribution of audio-visual materials province-wide in support of the initiatives and directives of the Alberta Corporate Service Centre, Alberta Human Resources and Employment, Corporate Human Resources and Alberta Municipal Affairs. This position assists in the provision of reference and information services to staff of Human Resources and Employment, Corporate Human Resources, Justice, Solicitor General and Public Security and the general public province-wide in support of the business plans, initiatives and directives of the departments. This position is also responsible for the supervision and operation of the library in the absence of the Head Librarian.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. **Audio Visual** - Responsible for the operation and maintenance of the audio visual service and circulation of materials to clients.

Maintains 4 separate collections of videos - Health and Safety on the Job, Human Resource Management, Fire Protection and Career Development Resources.

Collection Development - preview and request for purchase appropriate videos, catalog and process all new videos including the writing of descriptions and the weeding of the collection.

Catalog Maintenance - edit, publish and distribute 4 separate audio visual catalogs in print and electronic formats.

Database Maintenance - maintain and troubleshoot database of videos.

Circulation - respond to reference and information requests from client group by utilizing in-house collection or making referrals as well as the daily circulation of videos and the maintenance and repair.

Booking requests on the Media System.

2. **Reference**

Assists clients with information requests, e.g. department staff, Justice and Solicitor General and Public Security staff, Labour Relations Board staff, Corporate Human Resources staff, other Government department staff, Labour Lawyers, Union Officials, General Public.

Assists clients by phone, fax, e-mail or in person by utilizing numerous databases or the in-house collection.

3. **Acting Supervisor** - in the absence of the Head Librarian.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This position provides reference and audio-visual service to the departments of Human Resources and Employment, AB Justice, AB Solicitor General and Public Security, Personnel Administration Office, AB Municipal Affairs and the general public. Many electronic and print resources are accessed in the provision of this service. This position has the sole responsibility for the functioning of the Audio Visual Service.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Provides reference and audio-visual services to government and industry in Alberta in response to information inquiries.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Extensive knowledge of the Ministries and their initiatives and strategic directions of the the Alberta Corporate Service Centre.
- Full working knowledge of industry processes, e.g. oil and gas industry, forestry, manufacturing, fire protection, career development, human resource management, etc. to maintain currency of the collections.
- Extensive knowledge of research databases and searching techniques, e.g. CCOHS databases, Wilson Web, Quicklaw, etc.
- Knowledge of copyright law.
- Extensive knowledge of computer programs, e.g. media system, Word, Excel, E-mail, NEOS circulation and catalog.
- Requires strong communication skills, extensive knowledge of library operations, and extensive knowledge of audio-visual materials and equipment. Requires a Library Technology diploma.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Organizational Chart

BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Acting Head, Library Services (ACSC)
Classification:	Manager (Senior Manager Pending)



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Head Librarian Reference and Information 4
Classification:	



PEER POSITION	
Working Title:	Indexing Reference Technician ICTS 3
Classification:	



BENCHMARK POSITION	
Working Title:	Reference/Audio-Visual Technician ICTS 3
Classification:	



SUBORDINATE POSITION(S)	
Working Title:	
Classification:	

Last Review / Update: 2015-02-17

Subsidiary 12

Benchmark Evaluation - 125IC02

Identification Section

Working Title:	Branch Library Coordinator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Alberta Law Society Libraries/Alberta Judicial Libraries
Reports To:	Manager of Public Services - Law Society Libraries Regional Librarian - Alberta Judicial Libraries
Levels to D.M.:	5
Job Description:	125IC02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

Position is responsible for the day-to-day operation of two legal libraries in Lethbridge. The position functions with considerable independence and reports to two separate off-site managers. Provides an on-site reference service to members of the legal profession and judiciary.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+I1 152	25% 38	R1 43	233

Comments on Evaluation

- **Knowledge:**

Requires knowledge of day-to-day library operations including knowledge of library principles, practices, procedures and systems, legal information resources and materials. As well, the reference responsibilities requires this position to have a diverse knowledge of subject disciplines (content knowledge), broad understanding of the needs of the users and research skills which increases the knowledge rating to D+. Position is an individual contributor, however supervises one Library Clerk. Also requires an understanding of the legal context that the work is performed in. Communication skills are utilized on an ongoing basis to determine client requirements.

- **Creativity/Problem Solving:**

The work is guided by established library practices and routines. There is latitude to adapt processes and routines to better suit the unique needs of clients. Problems of greater complexity where guidelines are less clear or do not exist are referred to the supervisor.

- **Responsibility:**

The library position is responsible for delivering a consultative and information service to clients.

Last Reviewed:

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 125IC02

Identification Section

Working Title:	Branch Library Coordinator
Department:	Justice and Solicitor General
Division, Branch/Unit:	Alberta Law Society Libraries/Alberta Judicial Libraries
Reports To:	Manager of Public Services - Law Society Libraries Regional Librarian - Alberta Judicial Libraries
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Branch Library Co-ordinator is responsible for the day-to-day operation of the Lethbridge Law Society Library and the Lethbridge Judges Reference Library in accordance with applicable policies and procedures.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Legal Research and Information Services: provides legal research and information services using print and electronic sources and will refer to the Supervisor when necessary. Position provides assistance in the use of the legal collection, and online catalogue and databases, interlibrary loans, distributes library materials.

2. Collection Development and Maintenance: recommends new acquisitions; evaluates the collections arrangement and monitors space usage; maintains circulation records; regularly shelves materials, shelf reading, loose leaf filing, processes new materials, binding and weeding of the collection as per proper library procedures. Ensures the currency and accuracy of the Alberta Unreported Judgments Database by receiving judicial decisions from Alberta Courts, extrapolating relevant information and entering it into the relevant fields in the database.

3. Administration: ensures the efficient administration of the library; collects data, and compiles and submits reports and statistics as required by policy; supports and participates in the Libraries' goals and objectives; recommends changes to policies and procedures as required; supports the work of advisory committees through participation and contribution; networks with other library and court staff and publicizes the Library's profile through participation in local bar/library activities. The position is also responsible for recruiting, training and supervising a casual library clerk and monitoring the associated budget; ordering supplies; and liaising with facilities management when required.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position reports to two separate Managers in Edmonton and Calgary. For the operation of the Lethbridge Law Society Library, reports to the Manager of Public Services, Law Society Libraries. For the operation of the Lethbridge Judges Reference Library, position reports to the Regional Librarian, Alberta Judicial Libraries. The position is responsible for ensuring a consistently high quality of legal information resources and services are offered to clients given existing fiscal restraints and rapid change in the legal information and technological environment. The position is responsible for the day-to-day operation under the general supervision of the two Managers. The position consults with the Managers on challenges with the implementation or application of Libraries' policies or difficulties with clients.

Contacts

(Main contacts of this position and the purpose of those contacts.)

The position provides legal research and information services mainly to members of the legal profession and judiciary. On a daily basis, the position also provides library services to court services staff, students and other libraries, and the general public. Where the assignment is complex, it is referred to the supervisor.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires a solid understanding of the operations of a moderately complex library and knowledge of library principles, practices, procedures and systems, legal information resources and materials including on-line databases and the internet, research skills and reference techniques.
- Position requires strong detail oriented, organizational, problem resolution, interpersonal and communication skills. Ability to prioritize tasks, learn new technologies, and be adaptable and flexible in a fast-paced, changing work environment.
- Typically requires a Diploma in Library and Information Studies.

Organization

(Working titles of positions reporting directly to this position.)

Supervises a Library Clerk.

Organizational Chart

BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Senior Manager, Law Society Libraries and Manager, Provincial Court Libraries, Alberta Judicial Libraries
Classification:	Senior Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Manager of Public Services, Law Society Libraries and Regional Librarian, Alberta Judicial Libraries
Classification:	Manager



PEER POSITION	
Working Title:	
Classification:	

BENCHMARK POSITION	
Working Title:	Branch Library Co-ordinator ICTS 3
Classification:	



SUBORDINATE POSITION(S)	
Working Title:	Library Clerk
Classification:	

Subsidiary 12

Benchmark Evaluation - 125IC01

Identification Section

Working Title:	Indexing/Reference Technician
Department:	Service Alberta
Division, Branch/Unit:	Administration, Library Services, Labour Building Site
Reports To:	Head Librarian
Levels to D.M.:	5
Job Description:	125IC01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	125IC - Information and Creative Technical Services 3

Comments on Role

Serving multiple ministries, the position is responsible for providing extensive reference services to all levels of government as well as a large external client group. The position acts as the primary public and staff interface for the library. The position is also responsible for the development and production of a number of labour-related indexes.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+I1 152	25% 38	R1 43	233

Comments on Evaluation

- **Knowledge:**

Position requires in-depth technical library knowledge including indexing, multiple on-line databases and search techniques. As well, the reference responsibilities requires this position to have a diverse knowledge of subject disciplines (content knowledge), broad understanding of the needs of the users and research skills which increases the knowledge rating to D+. Communication with users is for the purpose of determining needs and exchanging information.

- **Creativity/Problem Solving:**

Position operates within existing guidelines, standards and procedures but needs a degree of judgement in applying search techniques for reference responsibilities and creating original indexing records. Access to assistance is readily available.

- **Responsibility:**

Provides a reference and indexing service to multiple ministries.

Last Reviewed: May 23, 2003

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Job Description - 125IC01

Identification Section

Working Title:	Indexing Reference Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administration / Library Services / Labour Building Site
Reports To:	Head Librarian
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the Head Librarian of the Labour Building site and serving multiple ministries, the position is responsible for providing extensive reference services to all levels of government staff as well as a very large external client group. The position acts as the primary public and staff interface with the library. The position is also responsible for the development and production of a number of labour-related indexes.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Reference services, including:

In-depth knowledge of diverse subject areas; interviewing clients to ascertain information needs, scope and time requirements; developing search strategies; conducting on-line searches utilizing electronic systems and software to search, retrieve and disseminate information to clients; conducting follow-up interviews to ensure information received

meets client needs; recommending resources to develop the collection to meet client requirements; providing current awareness services; promoting services by producing brochures and bibliographies; conducting orientation for clients.

2. Indexing, including:

Developing, producing and distributing the Labour Relations Precedents Index Series including Alberta Labour Relations Board Decisions, Grievance Arbitration Awards, and Employment Standards Umpire awards; analyzing awards/decisions to determine content and applying relevant subject headings; preparing abstracts to accurately reflect content of awards/decisions; ensuring consistency of entries and reporting for ease and accuracy of retrieval; liaising with governmental and non-governmental agencies to ensure effective distribution.

3. Other, including:

Performing various circulation activities and developing and maintaining library statistics forms.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position represents a key function within the library site as it provides research support and current awareness services to staff of multiple ministries, including executive staff. The position is the primary contact for staff and public clients. Creativity is illustrated by the creation of original indexing records and the preparation of information resource lists. Complexity is illustrated by the research skills required for in-depth reference work, and in the management of complex indexing databases.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Ministry staff (at all levels) and the general public are the main contacts in reference services; governmental and non-governmental agencies are the main contacts for indexing services.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Knowledge of diverse subject disciplines, extensive research skills and a broad understanding of the needs of multiple departments is key to providing effective reference and indexing services.
- Knowledge of multiple online databases and search techniques is essential for effective reference services.
- Analytical and conceptual skills are required for indexing.
- A diploma from a recognized library technician program is required plus several years of progressively responsible experience.

Organization

(Working titles of positions reporting directly to this position.)

No positions report directly to this position.

Organizational Chart



BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Acting Head, Library Services (ACSC)
Classification:	Manager (Senior Manager pending)



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Head Librarian Reference and Information 4
Classification:	

PEER POSITION	
Working Title:	Library Assistant/Reference
Classification:	ICTS 3



BENCHMARK POSITION	
Working Title:	Indexing Reference Technician
Classification:	ICTS 3



SUBORDINATE POSITION(S)	
Working Title:	
Classification:	

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Evaluation - 124IC04

Identification Section

Working Title:	Technician, RTMP
Department:	Culture and Tourism
Division, Branch/Unit:	Dinosaur Research, Royal Tyrrell Museum
Reports To:	Head, Dinosaur Research
Levels to D.M.:	4
Job Description:	124IC04
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

Position performs skilled laboratory and fieldwork in support of dinosaur research. The position is focused on the preparation, preservation and reconstruction of fossil specimens. In familiar situations, the incumbent proceeds independently. However, in new and uncertain situations, the curator will establish the approach, methods, materials and equipment as well as oversee progress.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Requires broad knowledge of field fossil collection and recording techniques. Position requires considerable skill in and knowledge of fossil preparation, moulding, casting and mounting techniques, materials and equipment. Position is an individual contributor for the most part, requiring a thorough awareness of the overall dinosaur research program and museum. Communication skills are typically used for a straightforward exchange of information.

- **Creativity/Problem Solving:**

Position works independently where guidelines are well established. Requires creativity to assist in developing new techniques for fossil collection and casting (new compounds and separators). In situations that are new or uncertain, the curator will provide detailed direction.

- **Responsibility:**

The focus of the position is on preparation, preservation and reconstruction of fossil specimens.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 124IC04

Identification Section

Working Title:	Technician, RTMP
Department:	Culture and Tourism
Division, Branch/Unit:	Dinosaur Research, Royal Tyrrell Museum
Reports To:	Head, Dinosaur Research
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Technician is responsible for the collection, preparation, preservation, casting, moulding and mounting of fossil specimens. Working in a laboratory, the position will prepare fossils for display and research, when in the field, collects palaeontological specimens for research and display.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Under the direction of the Preparation Committee and Program Head, laboratory work consists of the preparation and preservation of fossil specimens using a wide variety of materials, machinery, tools and methods. Position performs moulding, casting and painting of fossil specimens. Uses a variety of techniques and equipment including washing techniques and lapidary equipment for rock samples.

2. Modifies and creates new techniques for fossil preparation and experiments with new materials. Stays apprised of innovations in materials and techniques both inside the museum and in the field.
3. From directions of the Program Head, position will locate and evaluate sites for study and fossil collection. Collects specimens such as dinosaur remains, vertebrate and invertebrate remains, trace fossils, plant fossils, palynological and geological samples under a wide variety of field conditions.
4. Documents relevant field information through the use of photography, mapping, air photos, measurements, field diagrams, field notes and reports, quarry staking, specimen identification and accession and measuring sections.
5. May supervise temporary staff and volunteers in the field. Interacts with visiting public and media groups to provide information and to illustrate the technical process of fossil preparation and casting/moulding. Provides tours and public talks.
6. Assists with the curation and cataloguing of specimens and photographs, photography and illustration, cleaning and maintenance of specimens and displays, installation of exhibit specimens, and procures and maintains field and lab equipment.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

This is an entry and training level position for skilled work in a laboratory and the field in support of fossil research. The work is closely monitored for conformation to instructions and procedures.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position will provide information to the visiting public on the topic of fossil collection and preparation.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

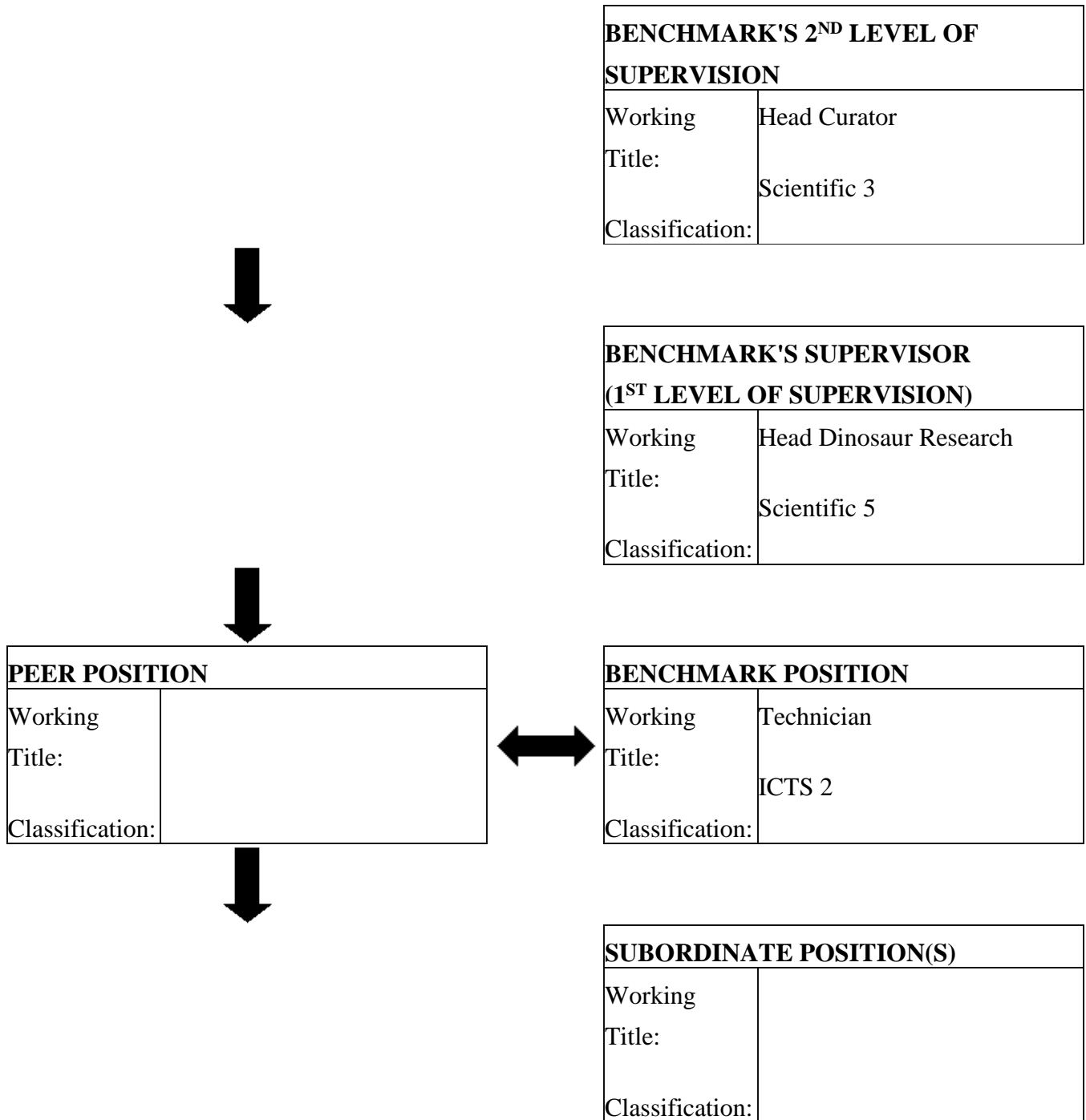
- Requires a broad knowledge of field fossil collection and recording techniques.
- Needs considerable knowledge and skill in fossil preparation, moulding techniques, materials and equipment. Position has sufficient depth of knowledge to research and develop new techniques for fossil collection, casting, moulding and preparation.

Organization

(Working titles of positions reporting directly to this position.)

Position will supervise temporary field staff and volunteers.

Organizational Chart



Last Review / Update: 2016-03-11

Subsidiary 12

Benchmark Evaluation - 124IC03

Identification Section

Working Title:	Medical Photographer
Department:	Justice and Solicitor General
Division, Branch/Unit:	Office of the Chief Medical Examiner, Calgary Branch Office
Reports To:	Deputy Chief Medical Examiner
Levels to D.M.:	3
Job Description:	124IC03
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

Position is the photographer for the Medical Examiner's Office. In addition to photography and related lab work, position operates audio-visual equipment and is responsible for maintaining the photographic, audio-visual and X-ray equipment and photography lab. Prepares training videos and provides photography training to Medical Examiner Investigators.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position requires full working knowledge of photographic and related laboratory and computer equipment, materials and processes to produce high quality slides, digital images and photographs. Position is an individual contributor with a significant awareness of client requirements. Communication is for the purpose of exchanging information.

- **Creativity/Problem Solving:**

Position works independently within its area of expertise. Most activities are covered by standard operating procedures but there is some creativity required when producing training videos. Overall, problems and solutions are standard.

- **Responsibility:**

Position focus is program delivery - photography of post-mortem examinations.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 124IC03

Identification Section

Working Title:	Medical Photographer
Department:	Justice and Solicitor General
Division, Branch/Unit:	Office of the Chief Medical Examiner, Calgary Branch Office
Reports To:	Deputy Chief Medical Examiner
Levels to D.M.:	3

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Photographer operates the photographic unit in the Calgary branch office of the Office of the Chief Medical Examiner by photographing postmortem examinations and occasionally the scenes of sudden death. Photographs and slides must be of a high caliber, will form part of the medico legal file and may form part of the office's educational program. This position is responsible for the development of the photographic unit, the ordering of inventory and the maintenance of all imaging equipment.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Photograph during post mortem and neuropathological examinations and occasionally at scenes of sudden death. Also, photograph gross specimens, histologic tissues (i.e. photomicrography), and exhibits using a variety of film and digital photographic and audio-visual equipment. Duplicate and file x-rays.

2. Process slide film and manage digital image files, produce color and black-and-white photographs using traditional laboratory and/or computer-based processing equipment. Organize and maintain a general slide and digital image library to serve as an educational and medicolegal resource for professionals.
3. Maintain photographic, audio-visual, x-ray and processing equipment. Upgrade equipment and expand services as required, exercising proper financial control for the area.
4. Assist in the production of computer-based, audio-visual presentations. Provide information to professionals and make recommendations and decisions about format, colour, layout, composition, and other aesthetic elements and assume responsibility for putting elements together to produce the presentation when asked. Operate sophisticated photographic and computer equipment to produce high quality images and presentations.
5. Provide Medical Investigators in the Calgary office with the appropriate cameras for photography at sudden death scenes and train them to improve their photographic knowledge and technique.
6. Exercise control of photographic unit expenses within parameters set by management.
7. Coordinate transmission and receipt of digital files of scene and examination images with local and rural police services and RCMP detachments.
8. Research and assess advanced imaging systems that might provide the Medical Examiner's Office with cost-effective, alternative imaging technologies.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is the photographer for the Office of the Medical Examiner in Calgary. Responsibilities include photography, operating the processing lab, managing digital image files, maintaining inventory of equipment and supplies and properly identifying and filing all materials. In addition, this position operates a wide array of audio-visual equipment including computer-based image management software, a closed circuit TV system and creates a wide range of media.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Contacts are typically with other employees of the Examiner's Office, as well as local police and rural RCMP, to provide advice and discuss requirements. Position provides evidence in a court of law on very rare occasions.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires a full working knowledge of photographic and related laboratory and computer equipment, materials and processes to produce high quality slides, digital images and photographs.
- Requires the skills necessary to produce educational presentations for training and information seminars.
- Requires artistic ability to prepare audio-visual presentations.
- Requires a technical diploma in photography.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Organizational Chart



BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Chief Medical Examiner
Classification:	Executive Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Deputy Chief Medical Examiner
Classification:	Executive Manager

PEER POSITION	
Working Title:	
Classification:	



BENCHMARK POSITION	
Working Title:	Medical Photographer
Classification:	ICTS 2



SUBORDINATE POSITION(S)	
Working Title:	
Classification:	

Last Review / Update: 2016-03-11

Subsidiary 12

Benchmark Evaluation - 124IC02

Identification Section

Working Title:	Serials/Circulation Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Alberta Government Library / Great West Life Site
Reports To:	Head Librarian
Levels to D.M.:	4
Job Description:	124IC02
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

Position provides all aspects of serial control and maintenance, as well as oversees the circulation area, for the Great West Life site of the Alberta Government Library. Responsibilities include supervision of two administrative support positions performing a variety of routine responsibilities.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position requires a full working knowledge of serials control, acquisition, cataloguing and maintenance of periodicals and library circulation. The position is primarily an individual contributor who must understand the reason the periodical collection exists and its value to the department. Communication is primarily for the purpose of exchange of information with clients, vendors, publishing houses and library staff.

- **Creativity/Problem Solving:**

The position faces a variety of problems and decisions including renewal issues with vendors, handling questions or problems with the circulation process and claims non-received issues. Position works independently within established guidelines, policies and procedures although access to assistance is available.

- **Responsibility:**

The position is focused on program delivery to ensure the serial collection is controlled and maintained.

Last Reviewed: May 23, 2003

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Job Description - 124IC02

Identification Section

Working Title:	Serials/Circulation Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Alberta Government Library / Great West Life Site
Reports To:	Head Librarian
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Serials/Circulation Technician controls and maintains the serial collection for the Great West Life Site of the Alberta Government Library. Responsibilities include ordering, recording and distributing a large serial collection. Position also oversees the circulation area for the site including the supervision of administrative support staff.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Control and maintain the serials collection by placing orders with vendors, renewing subscriptions, checking in new issues, updating automated records, claiming against non-received issues, processing invoices, and maintaining subscription information on a spreadsheet.

2. Maintain Table of Contents service by electronic receipt from the vendor, editing and redistributing to clients. Retrieve requested articles for in-house clients or for inter-library loans.
3. Maintaining a circulation service by electronically or manually signing items out, checking in returned items, handling unique questions or problems with the circulation process, and supervising administrative staff performing circulation related duties.
4. Other duties include preparing annual serial online catalogue reports, providing assistance to reference staff, answering reference queries and generating monthly statistics.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is responsible for the maintaining the serial collection and the circulation desk for a large division of the Alberta Government Library (Great West Life Site).

Contacts

(Main contacts of this position and the purpose of those contacts.)

Position has considerable contact with clients, publishing houses, vendors and library staff for the purpose of determining needs, making orders or resolving problems. Position is responsible for motivating a small clerical staff.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires full working knowledge of serial acquisition, cataloguing and circulation typically obtained through a technical library diploma and several years of experience.
- Position requires the ability to supervise a small staff performing a variety of semi-routine responsibilities.

Organization

(Working titles of positions reporting directly to this position.)

This position supervises two administrative support positions that are employed on the circulation desk performing a variety of related functions that require some limited judgment.

Organizational Chart



BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Acting Head, Library Services (ACSC)
Classification:	Manager (Senior Manager pending)



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Head Librarian
Classification:	Reference and Information 4



BENCHMARK POSITION	
Working Title:	Serials/Circulation Technician
Classification:	ICTS 2



SUBORDINATE POSITION(S)	
Working Title:	Administrative Support/Circulation (2 positions)
Classification:	Administrative Support 3

Subsidiary 12

Benchmark Evaluation - 124IC01

Identification Section

Working Title:	Acquisitions/Cataloguing Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administration/Library Services/Crawford Centre Site
Reports To:	Head Librarian
Levels to D.M.:	5
Job Description:	124IC01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	124IC - Information and Creative Technical Services 2

Comments on Role

This position is responsible for acquiring free and purchased library resources at the direction of the site head librarian and integrating them into the library collection in a timely and effective manner. Position is also responsible for serials control for this library. Position functionally supervises two other library technicians and acts as a team leader in the library's technical services section.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

Position requires strong technical knowledge of library collections, various systems of subject classification and cataloguing rules and procedures as well as a full working knowledge of integrated library automation systems. Also requires strong knowledge of serials control and maintenance as well as acquisitions' policies and procedures. Position must have an understanding of other areas in the organization in order to acquire free and purchased materials that are appropriate for the library. Communication is focused on the exchange of information.

- **Creativity/Problem Solving:**

Position works independently within existing standards, policies, and department procedures to acquire and catalogue materials for the library collection. Assistance is readily available.

- **Responsibility:**

Provides acquisition and cataloguing service to the library.

Last Reviewed: May 23, 2003

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Job Description - 124IC01

Identification Section

Working Title:	Acquisitions/Cataloguing Technician
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Administration/Library Services/Crawford Centre Site
Reports To:	Head Librarian
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

Reporting to the site head librarian, the position is responsible for acquiring free and purchased library resources at the direction of the site head librarian or at the request of the clients and integrating them in the library collection in a timely and effective manner. The position functionally supervises two other library technicians and acts as a team leader in the library's technical services section.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Subscription Management, including:

Initiating new and renewing existing subscriptions to print and electronic resources; liaising with publishers and subscription agency; obtaining required approvals; processing invoices and procurement card transactions; and monitoring payments.

2. Acquisitions (Books and Pamphlets), including:

Verifying order information; preparing purchase orders and prepayments; processing invoices and procurement card transactions; claiming items that do not arrive within expected time period; maintaining vendor records in acquisitions database.

3. Pamphlet Collection, including:

Cataloguing pamphlet materials; creating records in database and maintaining collection.

4. Cataloguing and Processing, including:

Copying existing and creating original catalogue records for material added to the collection; editing imported records to meet NEOS and internal standards; providing subject analysis, applying bar codes and creating item records; maintaining catalogue database; supplying list of new books and other materials; producing and applying labels, etc. to books and pamphlets; training and supervising staff doing the processing of books.

5. Other, including:

Initiating and participating in special projects; cover-off for reference and circulation.

All the above processes result in making new resource materials quickly and easily accessible to clients.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The position impacts library staff and ministry clients needing to access library resources. Efficient, effective purchasing of books, subscriptions and other material ensures that required resources are available to clients as soon as possible; accurate subject analysis ensures easy retrieval of materials. Complexity and originality is illustrated by the selection of appropriate vendors for purchasing as well as in the selection of copy records and the creation of original catalogue records, including subject analysis and classification. Diversity is illustrated by the various tasks involved over the entire spectrum of technical services, from acquisition of resources through cataloguing and integration in the collection.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Head Librarian, other Library staff, clients, other NEOS library staff are contacted at various stages during the carrying out of one or more of the above responsibilities.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

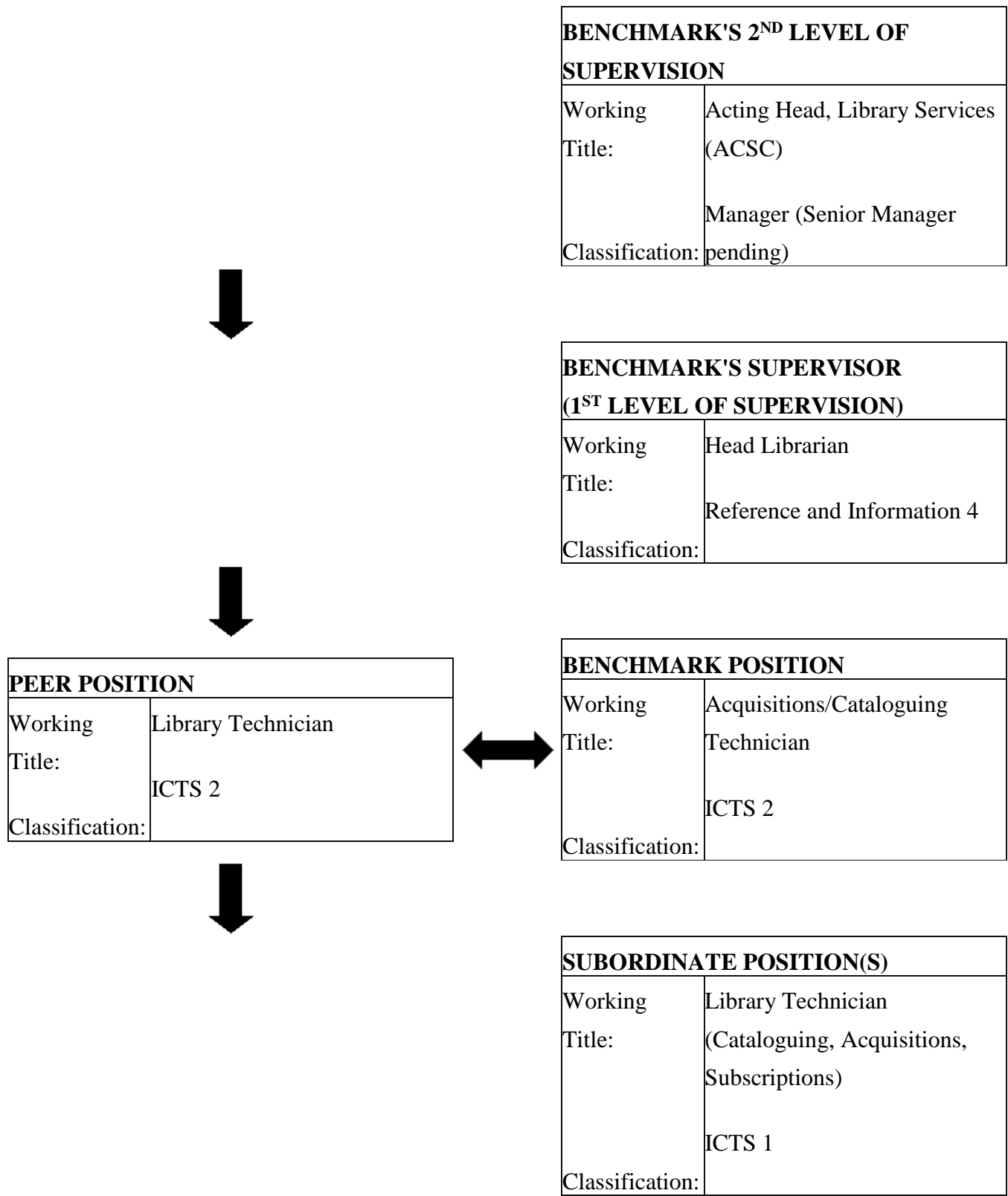
- Accurate, effective cataloguing of resources and efficient ordering of new materials assist library staff in their work. Skills and knowledge required include accuracy, knowledge of library collections, various systems of subject classification and cataloguing rules and procedures (including NEOS cataloguing standards); full working knowledge of integrated library automation system; customer service focus; ability to train and work effectively with other staff.
- The position requires a two-year diploma from a recognized library technician program plus several years' progressively responsible experience.

Organization

(Working titles of positions reporting directly to this position.)

Two library technicians report functionally to this position for a portion of their duties.

Organizational Chart



Subsidiary 12

Benchmark Evaluation - 123IC01

Identification Section

Working Title:	Archives Technician
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Manager
Levels to D.M.:	6
Job Description:	123IC01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Information and Creative Technical Services
Job Code:	123IC - Information and Creative Technical Services 1

Comments on Role

Position provides technical support and assistance at the Provincial Archives. Primarily responsible for receiving, arranging and preparing unorganized documentary collections for reference and preservation. Requires some knowledge of Alberta history but position is more focused on organization and preservation. Position provides advice and assistance to researchers on material availability, procedures and facilities.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI-1 115	22% 25	R1 29	169

Comments on Evaluation

- **Knowledge:**

Requires a working knowledge of archival procedures and techniques and records management. Position is an individual contributor requiring an understanding of the importance of the historical documents and how these documents may be used in the future. The I- rating reflects the narrow focus of the position. Communication is for the purpose of information exchange.

- **Creativity/Problem Solving:**

Position must choose the most appropriate method of organizing and preserving the collections within archival standards. Performs background research and will provide advice on material availability to the public.

- **Responsibility:**

Position organizes and preserves historical materials. The focus is on results.

Last Reviewed: May 23, 2003

Last Review / Update: 2016-03-11

Subsidiary 12 Benchmark Job Description - 123IC01

Identification Section

Working Title:	Archives Technician
Department:	Culture and Tourism
Division, Branch/Unit:	Cultural Facilities and Historical Resources
Reports To:	Manager
Levels to D.M.:	6

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The position is responsible for providing technical support to the Provincial Archives of Alberta (PAA) in meeting its mandate function of acquiring, preserving and making available records of permanent value to the people and Government of Alberta. This mandate provides the general framework within the archives technician works. The major responsibilities of the position are:

- to prepare archival documents for preservation and access by accessioning records into Provincial Archives holdings;
- to aid with the processing of archival documents by re-boxing and re-folding documents, as well as by preparing file listings and by entering the information into the PAA's collections management systems;
- to perform the initial placement and, subsequent retrieval for research and reference purposes, of archival records holdings and, under the direction of an archivist, for providing some reference support.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

General Statements of Responsibilities: Within the framework of the PAA's mandate (see above), the standards of the archives profession, and the policies and procedures of the PAA, the Archives Technician is responsible for records processing, accessioning, and reference support. These responsibilities require the incumbent to demonstrate the clear and consistent application of archival theories, principles, policies and procedures, and a clear understanding and application of preservation practices. The technician's tasks ensure that the archival records and the information held within: are clearly identified and described so as to be quickly researched and retrieved by archivists, *Freedom of Information and Protection of Privacy* officers, and easily understood by the public; are preserved from acidic contains, dust, mold, rust, and other contaminants.

The technician works closely with the PAA's archivists in a team setting, supporting the efforts of the archivists, the reference staff and the Freedom of Information and Protection of Privacy staff. The technician's work is a critical part of the continuum of archival effort that is required in order to ensure that records which have value as authentic evidence of administrative, corporate, cultural and intellectual activity are identified, acquired, kept, preserved, and used, in order that a current generation may establish tangible connections with the past. The archives technician knows that the real meaning of the phrase "Once gone, forever lost!" and has a vital role in the archives team that work to ensure that neither records nor the information within them is lost to future generations.

1. **Records Processing:** This position prepares archival-quality inventories, and includes inputting data entry of file information into the PAA's collections management system, which results in an efficient identification of required records by researchers and/or archivists. Records processing responsibilities include re-boxing and re-filing documents into acid-free file folders and acid-free boxes, which results in the initial preservation of the documents. This process also includes weeding of superfluous documents and non-archival materials, and ensuring their safe destruction.

The end result is that archival records are processed efficiently, effectively, and according to archival standards.

2. **Accessioning:** Once records are identified as being archival, they are accessioned into the holdings of the PAA. Accessioning responsibilities of this position include:
 - identifying and locating the appropriate documents and containers;
 - verifying the contents and identifying obvious preservation/conservation issues;
 - completing the accession control form by entering the information into the PAA automated collections management system;
 - selecting the appropriate and available locations to house the containers within available PAA storage vaults;
 - entering location information into the collection management system;
 - and finally, acknowledging successful transfer of the records with the department and/or donor.

The end result is that archival records are accessioned efficiently, effectively, and according to archival standards.

- 3. Reference Support:** In support of the access function of the PAA, this position is responsible for retrieving, relocating and transporting documents to the public reading room of the PAA, as well as, under the direction of an archivist, conducting preliminary research into archival holdings in support of reference activities.

The end result is that reference support is provided in an efficient and effective manner, and that during this activity intellectual control is maintained over the records in question. If this reference support is not delivered consistently and diligently, the intellectually and physical control of these records may be compromised and subsequent retrieval of these records may become compromised as well.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Internal Impacts: As part of the archival team, this position provides archival technical support services to archivists within the private and government records sections of the PAA by accessioning and processing archival records (as described above). The technician's work balances the archivist's focus on acquisition, appraisal, arrangement, description, and/or preservation with a practical, hands-on, technical approach.

External Impacts: This position supports the access function of the PAA; in other words, this position helps the archivists make archival records and archival information available to the researching public and to government researchers (as described above).

Diversity/Complexity/Creativity: The responsibilities entail fairly routine archival work; nonetheless the work requires an understanding of and compliance to the national standards of the archives profession, as well as the policies and procedures of the PAA. Within that fairly complex archival paradigm, the technician's responsibilities require consistency, reliability, and an attention to detail; consistency and attention to detail in the work are very important in order to maintain physical and intellectual control of these archival records that are requested on a daily basis by the researching public and government researchers. The incumbent must apply archival principles and archival preservation standards consistently and with an acute attention to detail, so that there will be no loss of archival records, or possible non-compliance to the legislated time constraints

of a Freedom of Information and Protection of Privacy request because records have been mis-shelved or mis-filed, or any acceleration of the deterioration of archival records to rust, mold, etc.

Contacts

(Main contacts of this position and the purpose of those contacts.)

This position's main contacts are:

- for the purposes of accessioning and records processing, with PAA staff and other Government of Alberta employees;
- in support of the reference functions, with other Government of Alberta employees and members of the public.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

Knowledge:

- A thorough knowledge of basic archival principles, practices and techniques is required, particularly those related to the processing of archival collections, including preliminary sorting of archival material, original order, provenance, file listing, inventory compilation, database entry, and preservation techniques.
- Basic knowledge of Alberta's history and political systems.
- Basic knowledge of records management scheduling.
- Basic knowledge of Canadian law with regard to charitable donations as it applies to archival donations.
- Basic knowledge of the Alberta *Historical Resources Act*, the *Alberta Freedom of Information and Protection of Privacy Act*, the *Alberta Records Management Regulation*, the federal *Copyright Act*, the federal and provincial legislation pertaining to personal privacy.

Skills:

- Demonstrated ability to apply national archival standards.
- Demonstrated ability to perform initial preservation work.
- Demonstrated ability to maintain original order within donated records.
- Demonstrated familiarity with the national archival cataloguing system known as the *Rules for Archival Description*.

- Familiarity with automated archival collections management systems is required.
- Good communication skills, both written and oral, in order to request or deliver information.
- Demonstrated detail orientation.

Abilities:

- Ability to work in teams.
- Ability to work efficiently.
- Ability to deal calmly and patiently with clients and donors who may contact the technician occasionally.

Diplomas:

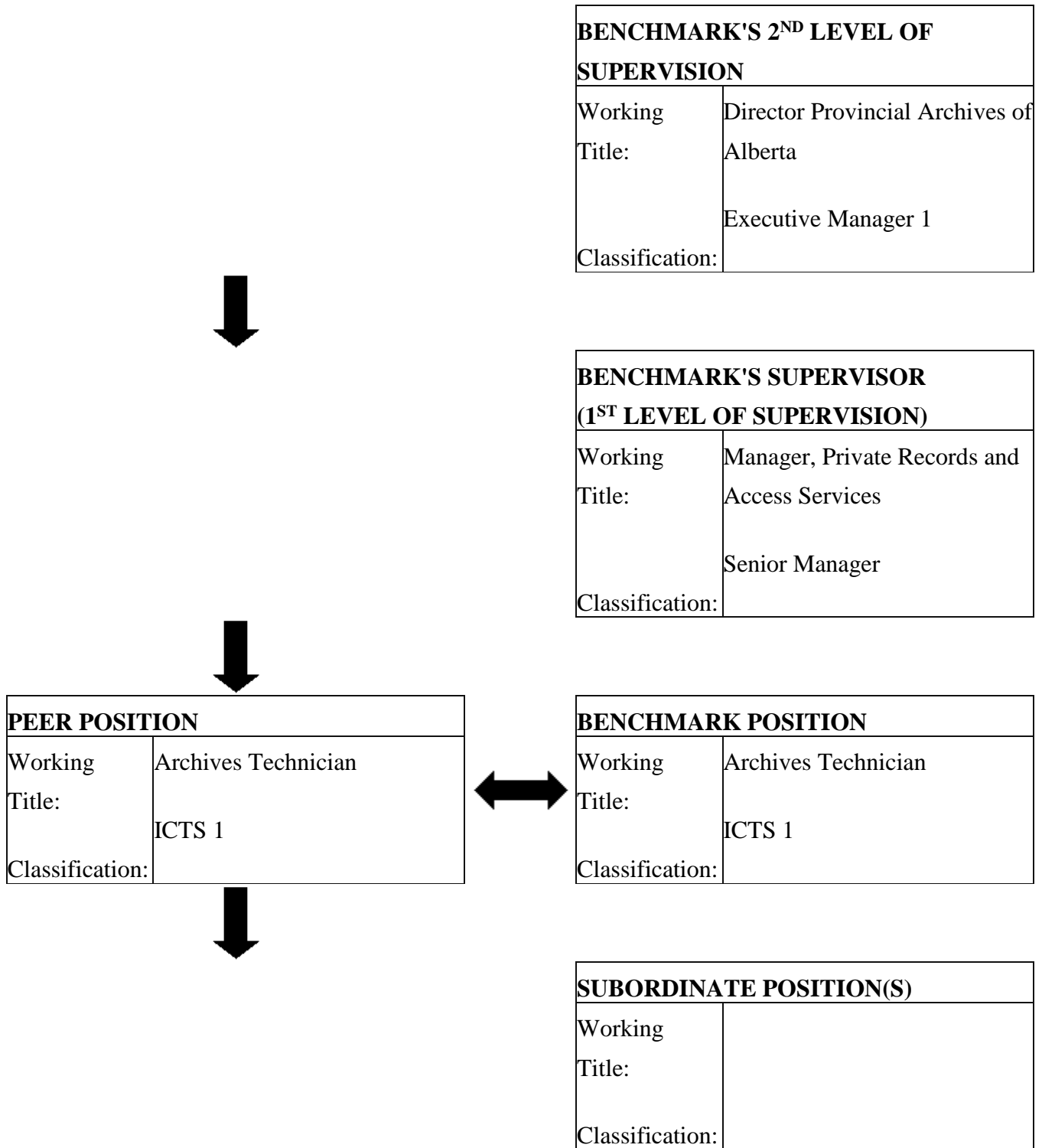
- At a minimum, a diploma from an information management program like those offered at the Northern Alberta Institute of Technology (NAIT) or Grant MacEwan College, and at least three years experience in an archives.

Organization

(Working titles of positions reporting directly to this position.)

On occasion, volunteers and student placements may report directly to this position.

Organizational Chart



Last Review / Update: 2016-03-11