



# METROPOLITAN LIBRARY SYSTEM

## Job Description

<b>Job Title:</b> Librarian-FT	<b>Position Code:</b> 1155-112
<b>Reports To:</b> Library Manager or Engagement Manager	<b>Classification:</b> Exempt
<b>Division:</b> Guest Services	<b>Date:</b> 03/2024

### **JOB SUMMARY:**

Under general direction, performs a variety of professional librarian duties including providing information and assistance to customers of all ages; planning, scheduling, and presenting programs and/or services; performing reference, readers' advisory services and bibliographic instruction; building relationships with community organizations; providing technology instruction; engaging in civic participation.

### **ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

- Provides excellent customer service, including answering questions and helping customers locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, and policies and procedures to resolve difficult situations with customers.
- Executes short and long-term objectives within the context of the library's strategic and tactical plans.
- Champions the library's strategic goals and initiatives with the system's mission, vision, and core values in mind.
- Uses broad and comprehensive knowledge of current library theories and practices to locate materials for customers, obtain information and make effective use of library resources and services.
- Participates in the overall planning, implementation, delivery and evaluation of local programs and services; contributes to the planning and distribution of promotional materials for related programs.
- Engages with the community through the development and implementation of outreach, including processing new library accounts and replacing library cards at engagement events; evaluates outreach opportunities and makes changes, as necessary.
- Contributes to the growth and development of community relationships; supports and participates in civic engagement.
- Participates in community activities by providing information, answering questions, and discussing community needs for services.
- Performs readers' advisory work; conducts research and answers reference questions; suggests titles in subject areas indicated by community interest.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the internet to answer questions and to perform bibliographic searches.
- Works with volunteers; may serve as the location's volunteer coordinator. Provides information about library programs, services, other departments, and policies and procedures.
- Provides technology assistance and computer training to customers and assists customers with self-service equipment and technology.
- Provides collection guidance for increased engagement, to support the goals and initiatives of the library system, and to meet the needs of the local community.
- Develops library displays and merchandises materials to showcase programs and special events.
- Coordinates with access staff to measure the engagement impact of collection displays, signage, and relocations.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, problem-solving processes, and annual program budget process.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.
- Assists customers of all ages in using tools, equipment, material, and software in a makerspace.
- Assists in creating/editing/curating content for the web in the form of blog posts, bibliographies, etc., as required.
- Participates in staff meetings, engages in committee/teamwork and completes training as necessary/required.
- Serves as the Manager on Duty, as needed.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.

- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

**FREQUENCY OF TRAVEL REQUIREMENTS:**

- Occasional travel to other library locations
- Occasional travel within the state or nationally for appropriate professional development and networking.

**INTERACTION:**

- Interaction with all levels of staff and the public.

**MATERIAL AND EQUIPMENT USED:**

- Computer(s)/Printer(s)
- General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

- Master's degree from an ALA-accredited college or university in Library and Information Science.

**Licenses and Certifications:**

- None

**HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:**

- Enthusiasm for public service and the ability to work well with a diverse audience.
- Knowledge of current trends in library services.
- Experience building community partnerships.
- Experience working with makerspace technologies.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Contemporary and classic literature and non-fiction.
- Best practices for serving customers in libraries.
- Computer services, including online searching, social media, reference resources, and databases.
- Methods and techniques of research, data collection and evaluation, statistical analysis, and report presentation.
- Applicable state, federal and local laws, rules and regulations.
- All computer applications and hardware related to performance of the essential functions of the job.

**Skill in:**

- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Communicating ideas and thoughts clearly, succinctly, and effectively both verbally and in writing.
- Using exceptional interpersonal skills that build and maintain strategic relationships with internal and external customers.
- Using tact, discretion, initiative, and independent judgment.
- Utilizing effective and creative problem-solving skills.
- Using critical thinking - logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Preparing clear and concise reports, correspondence, and other written materials.
- Demonstrating a flexible and collaborative work style.
- Serving as a positive agent for change within the organization.

**Mental and Physical Abilities:**

- Ability to effectively listen and problem solve.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to manage time effectively.

- Ability to work independently.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures, and government regulations.
- Ability to interpret a variety of instructions in written, oral, diagram or schedule form.
- Ability to travel to various locations and to access reliable transportation to do so.
- While performing the essential functions of this job the employee is frequently required to move from place to place, use hands to finger, handle or feel, speak and hear, and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to stoop, kneel, reach with hands and arms, and lift and/or move up to 50 pounds.

**SUPERVISORY RESPONSIBILITY:**

- This position has no supervisory responsibilities.

**Working Conditions:**

- Work is performed in a normal office environment with little exposure to outdoor temperatures, some exposure to dirt and dust.
- Schedule will include evenings and weekends.
- This position is eligible for Emergency telework.

**SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.