



CLASS SPECIFICATION FOR:

**Librarian I**

**General Statement of Duties:**

Provides front line customer support, information services and outreach services at one assigned customer service area (e.g. children, teens/digital media or adults) to effectively promote reading and lifelong learning; assists with collection management; plans, schedules, develops and facilitates programming for one assigned service area at an assigned library; does related work as required.

**Distinguishing Features of Class:**

This is the first level in an approved career development series for professional Librarians. Primary assigned duties include responding accurately to patrons' needs and inquiries; and developing, scheduling and facilitating programming for one assigned service area. Demonstrates sound working knowledge of the principles and practices of library science; sound working knowledge of the programming, resources and best practices for one assigned services area; and sound working knowledge of Library policies and procedures. Primary assigned duties will include one primary public service area as noted above. Work is performed at one assigned library location with minimal direction from the supervisor and senior staff.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Provides front line customer support and information services at one assigned customer service area (e.g. children, teens/digital media, adults) to effectively promote reading and lifelong learning;
- Develops targeted programming, outreach and other activities, to serve the interests and needs of the community and target audience;
- Identifies programming needs and interests and works with Library staff to develop programming (existing and new) to ensure programming is fresh, relevant and serves the County's goals and communities' interests and needs;
- Provides electronic reference/online information services;
- Provides increasingly complex support to patrons including one-on-one support and readers' advisory with sound working knowledge of materials in all formats and publishing trends;
- Develops, schedules and facilitates programming for one assigned service area, responsible for programming from concept to implementation;
- Coordinates outside presenters as needed for one assigned service area;
- Enters programming in events/ calendar software for necessary approvals;
- Recommends and coordinates marketing with Library's Community Relations Division;
- Evaluates implemented programming and shares results with supervisor and other appropriate Library staff;
- Teaches established curricula, which may include computer classes, including surveying participants and reporting result to supervisor and other appropriate Library staff;
- Participates in outreach activities including facilitating tours of the Library with a wide variety of visitor groups, promoting Library programs with target audiences, participating in community events, facilitating for-credit programming with target audiences, and other onsite and community-based outreach activities;
- Assists with collection management by providing patrons' feedback to the Collection Management Division, selecting and deselecting appropriate materials for one assigned service area;
- Performs other duties in support of assigned service area such as creating displays, creating documents, inputting data in Library Statistics Database, assisting patrons with interlibrary loan requests;
- Trains Public Services Specialists, volunteers and other Library staff as assigned;
- Proactively identifies operational problems and makes recommendations for resolution, reports problems and recommendations to supervisor;
- Handles complex and or sensitive complaints appropriately;
- In absence of supervisor, may open and/or close library location;
- Serves on committees and special projects as assigned;
- In absence of supervisor, performs various building responsibilities, including open and close duties; may serve as the person-in-charge of a service area or a building as needed;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Enrolls in and actively participates in the Emerging Leaders program or other County-sponsored leadership classes;
- Maintains broad knowledge of information sources and resources for designated service areas;



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- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Maintains a thorough working knowledge of Library policies and procedures for one designated public service area; proficiently uses current ILS systems, demonstrates and instructs patrons in the use of ILS interfaces; demonstrated proficiency with collection management software, current scheduling systems, and current statistics reporting system; excellent working knowledge of public computing; excellent computer skills with a sound working knowledge of Library systems, software and other equipment incidental to assigned tasks; excellent attention to detail and excellent organization skills; ability to work accurately in a fast paced environment with interruptions; sound math skills with ability to accurately reconcile patron accounts; general knowledge of County departments and resources; sound knowledge and understanding of the varying demographics and special needs and interests of the segment of the population served; sound political astuteness to appropriately represent the Library and County in internal and external interactions; ability to accurately and consistently interpret and apply Library and County regulations and policies; critical thinking and problem solving skills with the ability to cost effectively and appropriately solve a variety of complex and sensitive issues within County and Library guidelines and requirements; ability to independently resolve sensitive and complex inquiries, and complaints, and appropriately refers unusual situations and questions to higher level Librarians and/or supervisor; excellent oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing, including concepts related to literacy; demonstrated ability to develop training and instructional materials; excellent presentation/instructional skills to facilitate programming and activities and provide one-on-one assistance; excellent public speaking and presentation skills with ability to communicate technical skills in lay terms to diverse audiences; excellent training skills with the demonstrated ability to effectively train other staff as needed or assigned; sound ability to research, collect and maintain data, and work with supervisor as needed to consider and weigh a variety of factors in making decisions or recommendations; ability to establish and maintain a good working relationships with Library staff and the public; excellent training skills and the ability to assist Public Services Specialists, Library Associates and volunteers; ability to accurately and systematically record and manage data and provide detailed records as assigned; physical condition that permits the activities necessary in and inherent to the activities of assigned duties which may include lifting, bending, stooping, pushing, reaching and carrying heavy materials and loaded carts and bins; ability to effectively manage workloads and projects and to foster and maintain high morale and engagement; ability to lead, manage and partner effectively; personal accountability including teamwork and establishing and maintaining positive relationships with the public, vendors, stakeholders and colleagues; ability to work independently with minimal direction; excellent customer service and interpersonal skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all patron populations presenting with varying skills levels and needs in order to appropriately address patrons' requests and inquiries. Must be able to positively and appropriately represent the County and Library with the public. Requires the ability to work at various locations within the County. Requires ability to work a flexible schedule as needed.

**Minimum Education and Experience:**

Education: Master of Library Science (MLS);  
Experience: Relevant previous experience preferred.

**Additional Requirements:**

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations within the County.
- Librarian certificate from the VA Board for the Certification of Librarians.