



CLASS SPECIFICATION FOR:

Librarian III

General Statement of Duties:

Provides front line customer support, information services and outreach services for three assigned customer service areas (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 three assigned service areas as assigned at locations Countywide; does related work as required.

Distinguishing Features of Class:

This is the third level in an approved career development series for professional Librarians. Assigned duties include responding accurately to patrons' needs and inquiries; and developing, scheduling and facilitating programming for three 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 three assigned services areas; and sound working knowledge of Library policies and procedures. Assigned duties will include three public service areas as noted above. Work is performed as assigned at locations Countywide 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*):

- Proficiently performs all the TDR assigned to Levels I and II as assigned;
- Provides front line customer support and information services at the three identified customer service areas (e.g. children, teens/digital media, adults);
- Provides electronic reference/online information services for the three identified service areas;
- Provides all levels of support to patrons including one-on-one support and readers' advisory with sound working knowledge of materials in all formats and publishing trends;
- Assists with training, coaching, mentoring and directing the activities of professional and paraprofessional staff, including temporary staff, interns and volunteers as assigned;
- Develops and facilitates new, pilot and experimental programming for the three identified service areas, responsible for programming from concept to implementation;
- Evaluates implemented programming, makes recommendations, shares results with supervisor and other Library staff and implements approved changes;
- Identifies, develops and coordinates outreach activities including facilitating tours of the Library with a wide variety of visitor groups, promoting Library programs with target audiences, developing and participating in community events, developing and 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 the three identified service areas;
- Performs other duties in support of the three identified service areas such as creating displays, creating documents, inputting data in Library Statistics Database, assisting patrons with interlibrary loan requests;
- Proactively identifies operational problems and makes recommendations for resolution, reports problems and recommendations to supervisor, implements approved changes;
- Mentors Librarians and paraprofessional Library staff;
- Routinely independently resolves routine and more complex patron issues independently within prescribed guidelines with minimal oversight;
- Serves on committees and special projects as assigned;
- Demonstrates excellent collaboration skills with demonstrated ability to consistently cooperate and interact efficiently with colleagues and including training and cross-training to ensure coverage and staff knowledge and development
- 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 County sponsored leadership programs and/or "The Business of Henrico" or other leadership classes;
- Maintains broad knowledge of information sources and resources for designated service areas;
- Performs other duties as assigned.



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Required Knowledge, Skills and Abilities:

Maintains a thorough working knowledge of Library policies and procedures for three designated public service areas; 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; basic supervisory skills including the 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: Two (2) years of relevant experience at Level II.

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.