

Metro DRAFT Job Descriptions

Revised 5/12/17

PUBLIC SERVICES

Title:	Access Specialist I
Job Summary: Under the direction of the Access Services Manager I, II, or III, ensures appropriate and efficient processing and distribution of Library materials and provides basic customer assistance.	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Sorts and shelves books and other materials, including shelf reading for accuracy and shifting for balancing.• Empties book drop; receives, opens and checks for damage.• Sorts and routes materials to their appropriate location.• Issues library materials and discharges returned materials; accepts fines on overdue materials and payments for lost or damaged materials; makes change.• Retrieves materials from shelves, stacks or special collections; retrieves and processes system holds.• Interprets member needs and connects them with appropriate resources.• Receives mail and interlibrary loan materials; sorts, clears and identifies holds.• Issues new library accounts, and replaces library cards as necessary.• Ensures that the location is well-ordered, appealing and inviting; performs light housekeeping duties.• Assists members with self-service equipment and technology.• Provides and promotes information regarding library services, programs, policies, and procedures.• Arranges meeting room furniture and sets up equipment.• Assists members with self-service equipment and technology.• May assist with library displays and merchandising materials to showcase collection.• Participates in staff meetings, engages in committee/team work and completes training as necessary/required.• Performs additional duties as assigned.	

Title:	Access Specialist II
Job Summary: Under the direction of the Access Services Manager II, III or IV, assists members by issuing and receiving library materials, locating books and other materials, managing members' library accounts,	

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issuing library cards, providing information about library accounts and services, assisting with self-service equipment and technology, and assisting with basic collection maintenance.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Performs the full range of circulation tasks and procedures using a circulation system.
- Issues library materials and discharges returned materials; accepts fines on overdue materials and payments for lost or damaged materials; makes change.
- Provides directional assistance, information about library programs, services, other departments, policies and procedures.
- Processes new library accounts, and replaces library cards as necessary.
- Processes system reserve requests; places holds; processes interlibrary loan books; processes tracer lists.
- Empties book drop; receives, opens and checks materials for damage.
- Sorts and routes materials to their appropriate location.
- Ensures that the location is well-ordered, appealing and inviting; performs light housekeeping duties.
- Sorts and shelves books and other materials, including shelf reading for accuracy, and shifting for balancing.
- Performs shelf-checks for other libraries; routes materials to other libraries.
- Creates and maintains library displays and merchandises materials to showcase collection.
- Performs collection maintenance, including weeding materials and processing missing and damaged items.
- Assists members with self-service equipment and technology.
- Provides and promotes information regarding library services, programs, policies, and procedures.
- Interprets member needs and connects them with appropriate resources.
- Gathers and reports statistical data.
- Schedules meeting rooms, arranges meeting room furniture and sets up equipment.
- Manages money at the location, including balancing and reconciling cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- Submits supply requests to appropriate offices and maintains sufficient levels of supplies.
- Assists with opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

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Title:	Access Services Manager I, II, III
Job Summary: <p>ASM I: Under the direction of the Library Manager or ASM III (depending on size of library), provides leadership and direction for part-time Access Services staff. Assumes responsibility for issuing and receiving library materials, issuing library cards, providing information about library accounts and services, locating books and other materials for members, assisting with self-service equipment and technology, and providing information about library programs.</p> <p>ASM I = manages PT Access Specialist Is</p> <p>ASM II: Under the direction of the Library Manager or ASM III (depending on size of library), provides leadership and direction for full-time and part-time Access Services staff. Assumes overall responsibility for the full range of circulation desk procedures using a circulation system including issuing and receiving library materials, providing information about library programs and services, locating books and other materials for members, issuing library accounts, and assisting with self-service equipment and technology. Oversees collection management processes. Also, responsible for keeping updated statistics and usage records.</p> <p>ASM III: Under the direction of the Library Manager, manages ASM I and/or ASM II and provides leadership and direction for full-time and part-time Access Services staff. Assumes overall responsibility for the full range of circulation desk procedures using a circulation system including issuing and receiving library materials, providing information about library programs and services, locating books and other materials for members, issuing library accounts, and assisting with self-service equipment and technology. Oversees collection management processes. Responsible for keeping updated statistics and usage records.</p>	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.• Oversees and provides the full range of circulation desk procedures using a circulation system.• Ensures consistency and efficiency of local workroom circulation functions.• Implements and evaluates circulation standard operating procedures and system policies;	

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assures that access operations are consistent with Library policies, procedures, philosophies and objectives; consults and makes recommendations as needed to the Access Services IV Manager.

- In collaboration with the Library Manager, participates in strategic planning for the location.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Provides directional assistance, information about library programs, services, other departments, policies and procedures.
- Provides basic technology assistance and assists with self-service equipment and technology.
- Interprets member needs and connects them with appropriate resources.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- Gathers and reports statistical data.
- Assists the Library Manager with the annual budget; monitors adherence to supplies budget.
- Manages the handling of money at the location, including overseeing the balancing and reconciling of cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- Oversees the process for clearing returned materials including checking for damage, sorting by owning agency and routing materials appropriately.
- Oversees and participates in the sorting and shelving of books and other materials, including shelf reading for accuracy and shifting for balancing.
- Oversees routine collection maintenance and weeding processes following established guidelines; communicates effectively with the Collection Management Department.
- Oversees and ensures that location is well-ordered, appealing and inviting.
- Oversees library displays and merchandises materials to showcase collection.
- Directs and schedules the use of Library meeting rooms and ensures the meeting rooms and equipment are properly set up.
- Serves as a system leader for overall strategic planning with regards to Access services.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- Performs additional duties as assigned.

Title:	Access Services Manager IV (1 position; located at the Downtown Library only)
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Job Summary:

Under the direction of the Downtown Library Manager, provides leadership and direction for the Access Service Manager I and full-time and part-time Access Specialist IIs; responsible for system-wide circulation policies and procedures, and reviewing and evaluating work products and methods for system-wide circulation services. Assumes overall responsibility for the full range of circulation desk procedures using a circulation system including issuing and receiving library materials, providing information about library programs and services, locating books and other materials for members,

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issuing library cards, and assisting with self-service equipment and technology. Oversees collection management processes. Also, responsible for keeping updated statistics and usage records.

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Develops, plans and implements goals and objectives for system-wide and local circulation services.
- Recommends, implements and administers system-wide and local policies and procedures related to Access services.
- Analyzes and resolves system-wide and local policy and procedural problems; advises staff, the public and other parties concerned on policies, rules and regulations; investigates complaints and recommends or institutes corrective action.
- Prepares and revises policies and procedures for system-wide and local circulation services.
- Reviews and evaluates work products, methods and procedures for system-wide and local circulation services.
- Reviews and analyzes current information (policies and procedures) regarding system-wide and local circulation services; conducts studies; compiles and analyzes information and prepares oral and written reports on findings as needed/requested.
- Serves as the system expert for the Metropolitan Library System's circulation system.
- Manages the system-wide Access Services "cabinet" (group of Access Services Manager IIIs who serve as a sounding board, strategic planning team, etc.) for the Member Services Division.
- Serves as liaison between the managers, staff, the public and other agencies; coordinates projects that affect system-wide and local circulation services; e.g. troubleshooting, enhancements and problem resolution related to the circulation system.
- Oversees the full range of circulation procedures at the Downtown Library, using a circulation system.
- Implements circulation standard operating procedures and system policies at the Downtown Library; assures that circulation operations are consistent with the Library's policies, procedures, philosophies and objectives.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Provides members with directional assistance, information about library programs, services, other departments, policies and procedures.
- Provides basic technology assistance to members, and assists members with self-service equipment and technology.

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- Oversees routine collection maintenance and weeding processes following established guidelines; communicates effectively with Collection Management.
- Oversees and ensures that location is well-ordered, appealing and inviting.
- Interprets member needs and connects them with appropriate resources.
- Oversees the use of Library meeting rooms at the Downtown Library.
- Serves as a system leader for overall strategic planning with regards to Access services.
- In collaboration with the Library Manager, participates in strategic planning for the Downtown Library.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- Gathers and reports statistical data for the Downtown Library.
- Assists the Library Manager with the annual budget; monitors adherence to supplies budget.
- Manages the handling of money at the location, including overseeing the balancing and reconciling of cash drawers, preparing and posting daily deposits and sending them to the Business office, completing reports, etc.
- Ensures consistency and efficiency of system-wide and local workroom circulation functions.
- In collaboration with the Learning and Development Division, coordinates system-wide and local circulation training for library staff.
- Makes presentations to staff and decision-making groups, as assigned or required.
- May assist in creating/editing/ curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- Performs additional duties as assigned.

Title:	Youth or Adult Engagement Specialist I
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Job Summary:

Under the direction of the Engagement Manager I, or the Youth or Adult Engagement Supervisor, the Youth or Adult Engagement Specialist I works with other local Engagement staff to support the Library's strategic goals and initiatives by assisting members. Provides technology assistance and education and helps colleagues provide relevant and timely programs and services for the target audience, both inside and outside the library.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Assists members by providing information about library programs, services, other departments, policies and procedures.

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- Provides technology assistance and computer training to members, and assists members with self-service equipment and technology.
- Develops library displays and merchandises materials to showcase programs and special events.
- Collaborates with Engagement staff to plan, schedule and implement local programs and special events for target audience (youth/adult); participates in the distribution of promotional materials for related programs.
- Promotes the use of Library materials, services and programs to members, and the community as a whole.
- Assists Engagement staff with planning and carrying out InterReach, including processing new library accounts and replacing library cards at Engagement events.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	Youth or Adult Engagement Specialist II
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Job Summary:

Under the direction of the Engagement Manager I, or the Youth or Adult Engagement Supervisor, the Engagement Specialist II works with other local Engagement staff to support the Library's strategic goals and initiatives by assisting members and providing relevant and timely programs and services for the target audience, both inside and outside the library.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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 assist members, obtain information and make effective use of library resources and services.
- Collaborates with Engagement staff to plan, schedule, implement and evaluate local programs and special events for target audience (youth/adult); selects and procures supplies for programs; participates in the planning and distribution of promotional materials for related programs.
- Develops library displays and merchandises materials to showcase programs and special events.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the Internet to answer questions and to perform bibliographic searches.
- Promotes the use of Library materials, services and programs to members, and the community as a whole.

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- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Provides technology assistance and computer training to members; assists members with self-service equipment and technology.
- Provides information about library programs, services, other departments, policies, and procedures.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	Engagement Manager I (Librarian II)
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Job Summary:

Under the direction of the Library Manager, provides leadership and direction for full-time and part-time Engagement staff at a small or medium library. Assumes overall responsibility for supporting the Library's strategic goals and initiatives by working with Learning Experiences staff and Engagement colleagues to provide relevant and timely programs and services inside and outside the library.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Works collaboratively with the Learning Experiences Division and Engagement staff to offer local programs and services to all target audiences.
- Responsible for the overall planning, implementation, delivery and evaluation of all programs and services in location.
- Develops and manages community relationships; supports and participates in civic engagement.
- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Responds to member complaints; trouble-shoots and resolves problems; answers the more difficult, reference questions; performs readers' advisory to assist members in the selection of books and other materials.

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- Provides technology assistance to members; assists members with self-service equipment and technology.
- Utilizes outcome-based planning and evaluation for program planning.
- Provides oversight for local volunteer experience.
- Measures the effectiveness of library programs and services for target audiences.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Assists the Library Manager with the annual budget; monitors adherence to programming budget.
- In collaboration with the Library Manager, participates in strategic planning for the location's programs, services and events.
- Identifies needs, services, demographic and technology trends impacting local target audiences.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance and design of information.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- Performs additional duties as assigned.

Title:	Engagement Manager II (Librarian III)
<p>Job Summary: Under the direction of the Library Manager, the Engagement Manager II provides leadership and direction for the Youth and Adult Engagement Supervisors at a large library, or the Downtown Library. Assumes overall responsibility for supporting the Library's strategic goals and initiatives by working with Learning Experiences staff and Engagement staff to provide relevant and timely programs and services inside and outside the library.</p>	
<p>Essential Functions:</p> <ul style="list-style-type: none"> • Provides excellent customer service, including answering questions and helping members locate materials and services of interest. • Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members. • 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. • Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; 	

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providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.

- Works collaboratively with the Learning Experiences Division, Youth and Adult Engagement Supervisors, and Engagement staff to plan local and system-wide programs and services to all target audiences.
- Responsible for the overall planning, implementation, delivery and evaluation of all programs and services in location.
- Develops and manages community relationships; supports and participates in civic engagement.
- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Utilizes outcome-based planning and evaluation for program planning.
- Measures the effectiveness of library programs and services for target audiences at location.
- Provides oversight for local volunteer experience.
- In collaboration with the Library Manager, participates in strategic planning for the location's programs, services and events; serves as a system leader for overall strategic planning related to Engagement services.
- Responds to member complaints; trouble-shoots and resolves problems; answers the more difficult reference questions; performs readers' advisory to assist members in the selection of books and other materials.
- Provides technology assistance to members; assists customers with self-service equipment and technology.
- Identifies needs, services, demographic and technology trends impacting local target audiences.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Assists the Library Manager with the annual budget; monitors adherence to programming budget.
- In collaboration with the Library Manager, participates in strategic planning for the location's programs, services, events and collections.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Responsible for opening and closing procedures, including set-up or shut down of equipment and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- Performs additional duties as assigned.

Title:	Youth or Adult Engagement Supervisor (Librarian II)
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Job Summary:

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Under the direction of the Engagement Manager II, the Youth or Adult Engagement Supervisor provides leadership and direction for the Engagement staff at a large library or the Downtown Library; supports the Library's strategic goals and initiatives by working with Learning Experiences staff along with local and system Engagement colleagues to provide relevant and timely programs and services to their target audience, both inside and outside the library.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Responsible for the overall planning, implementation, delivery and evaluation of programs and services to target population (youth or adult).
- Works collaboratively with the Learning Experiences Division and Engagement staff to plan local and system-wide programs and services for target audience.
- Collaborates with community partners and supports community relationships; supports and participates in civic engagement.
- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- In collaboration with the Library Manager and Engagement Manager II, participates in strategic planning for the location's programs, services and events.
- Serves as a "cabinet member" (sounding board, strategic planning team member, research & development work group, etc.) for the Learning Experiences Division.
- Utilizes outcome-based planning and evaluation for program planning.
- Measures the effectiveness of library programs and services for target audiences.
- Provides oversight for local volunteer experience.
- Responds to member complaints; troubleshoots and resolves problems; answers the more difficult reference questions; performs readers' advisory to assist members in the selection of books and other materials.
- Provides technology assistance to members; assists members with self-service equipment and technology.
- Participates in hiring staff for location, in conjunction with the Library Manager and the Human Resources Department.
- Assists the Library Manager with the annual budget; monitors adherence to programming budget.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Responsible for opening and closing procedures, including set-up or shut down of equipment

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and unlocking or locking of doors, as well as monitoring and maintaining building security and safety standards as assigned.

- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty.
- Performs additional duties as assigned.

Title:	Children's, Teen, or Adult Librarian I
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Job Summary:

Under the direction of the Engagement Manager I or the Youth or Adult Engagement Supervisor the Children's, Teen or Adult Librarian I performs a variety of professional librarian duties including providing information and assistance to members of all ages; planning, scheduling and presenting programs or specialized programs and/or services for target audience; performing reference, readers' advisory services and bibliographic instruction to target audience; building relationships with community organizations that serve a similar target audience; providing technology instruction to target audience; engaging in civic participation.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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 members, obtain information and make effective use of library resources and services.
- Coordinates the overall planning, implementation, delivery and evaluation of programs and services to target audience (children, teens, adults); leads the planning and distribution of promotional materials for related programs.
- Engages with the community and target audience through the development and implementation of InterReach, including processing new library accounts and replacing library cards at Engagement events; evaluates InterReach opportunities and adjusts 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; researches and answers reference questions; suggests titles in subject areas indicated by community interest.
- Answers the more difficult reference questions.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the Internet to answer questions and to perform bibliographic searches.

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- Works with volunteers; may serve as the location's volunteer coordinator.
- Provides information about library programs, services, other departments, policies and procedures.
- Provides technology assistance with self-service equipment and technology.
- Develops library displays and merchandises materials to showcase programs and special events.
- 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.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Serves as the Manager on Duty, when needed.
- Performs additional duties as assigned.

Title:	Library Manager I, II, III
<p>Job Summary:</p> <p>Under the direction of a Senior Manager of Libraries, the Library Manager I, II or III provides leadership and direction for library staff; plans, organizes and manages all operations of the library including supervising staff. Assists users in the use of materials, equipment, and/or services provided by the library.</p> <p>Small = I Medium = II Large/Downtown = III</p>	
<p>Essential Functions:</p> <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; training staff as necessary on basic job functions.• Assists in succession planning; provides coaching and mentoring for direct reports and indirect reports.• Plans, organizes and directs the day-to-day operations and staff of a library to ensure efficient and effective public service; interprets policy and procedures; resolves daily operational problems; oversees and ensures that the location is well-ordered, appealing and inviting.	

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- Responsible for coordination of local engagement and access services with local leadership team.
- Participates in strategic planning for the location's programs, services, events and collections.
- Communicates effectively with staff at all levels, including in-house staff and staff at libraries in the system about issues, opportunities, etc.
- Consults with Senior Manager of Libraries, the Chief Library Officer and other members of the Executive Leadership Team regarding areas of concern and recommends changes as needed.
- Evaluates/assesses library standards and services at location.
- Responds to member complaints; troubleshoots and resolves problems; performs readers' advisory to assist members in the selection of books and other materials.
- Promotes Library use within the service area by initiating or continuing communications with community agencies.
- Prepares annual budget requests based on the personnel, services, equipment and materials needed to provide Library services; monitors adherence to budget.
- Prepares reports and directs the maintenance of statistics to evaluate services on a regular basis.
- Uses broad and comprehensive knowledge of current library theories and practices to provide modern services.
- Interprets member needs and connects them with appropriate resources.
- Participates in hiring staff, in conjunction with the Senior Manager of Libraries and the Human Resources Department.
- Uses team building techniques to champion a positive team spirit.
- Assists members with basic computer needs and emerging technologies.
- Accountable for location's overall collection, including maintenance and weeding.
- Accountable for location's overall Engagement services.
- Acknowledges and accepts Materials Reconsideration Form from member; discusses with member prior to sending to the Collection Management Department.
- Collaborates with Marketing and Communication in routine publicity for the local media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, and the problem-solving processes.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Performs additional duties as assigned.

Title:	Senior Manager of Libraries
Job Summary: Under the direction of the Chief Library Officer, the Senior Manager of Libraries plans, coordinates and directs the general operations of one of the three library districts. Directly supervises, coaches, and mentors library managers, and oversees the performance and development of the entire area team. Coordinates with the Chief Library Officer to evaluate public services, staffing and policies and procedures.	

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Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: managing and approving payroll time entries, approving leave requests for direct reports, planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; and training staff as necessary.
- Directs and evaluates operations to promote continuous improvement for all assigned libraries within a designated district; sets priorities, applies established policies and procedures, appropriately delegates responsibilities, and represents the Library during and after hours in the community.
- Responds to and resolves problems including obtaining specific details from appropriate parties, gathering comprehensive information, developing plan of action, seeking input from other management, and ensuring appropriate solutions.
- Assists in succession planning; provides coaching and mentoring for direct reports and indirect reports.
- Provides advice regarding job performance to public service managers; advises and instructs managers in personnel problem areas, makes recommendations for resolution of personnel problems and makes recommendations for promotions, demotions, long-term transfers and terminations in consultation with the Human Resources Department.
- Assists in developing and recommends policies and procedures for the efficient operation of libraries within assigned district.
- Serves on and actively participates on various management/leadership teams and other committees and work groups as needed.
- Assists in preparation of annual budgets for libraries within assigned district; reviews and makes recommendations for budget requests; monitors adherence to budget.
- Participates in hiring staff, in conjunction with the Chief Library Officer and the Human Resources Department.
- Promotes libraries within assigned district by developing working relationships with community agencies, clubs, organizations and groups; speaks to such groups about Library programs and activities; may serve as the system's representative to community coalition groups, civic organizations, community library advisory boards and library associations.
- Consults and advises moves, expansion and remodel projects including guiding the drawing of floor plans, coordinating temporary closing of libraries, automation and maintenance transitions for libraries within designated region.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, and the problem-solving processes.
- May perform the duties of the Library Manager at any Metro Library location during an emergency when a manager is absent.
- Makes presentations to staff and decision-making groups, as assigned or required.

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- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance and design of information.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

LEARNING EXPERIENCES

Title:	Children's, Teen, or Adult Specialist II
<p>Job Summary:</p> <p>Under the direction of the System-Wide Children's, Teen, or Adult Services Manager, the Children's, Teen, or Adult Specialist works out of the Learning Experiences Division, and is responsible for planning, implementing and evaluating programs and/or services for target audience; building relationships with community organizations that serve a similar target audience; assisting with the development and implementation of professional development opportunities for library staff.</p>	
<p>Essential Functions:</p> <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Collaborates with Learning Experiences staff, library engagement staff and others to plan, implement and evaluate large scale, system-wide programs for target audience.• Participates in community activities by providing information, answering questions and discussing community needs for services.• Engages with the community and target audience by planning, implementing and evaluating InterReach; will include processing new library accounts and replacing library cards at Engagement events.• In collaboration with the Chief Learning Experiences Officer and Learning Experiences staff, participates in strategic planning for the division.• Coordinates with system-wide supervisors in the Learning Experiences Division for development and implementation of professional development opportunities for staff throughout the system that serve target audience, including workshops, webinars, and bi-annual, in-person retreats.• Utilizes outcome-based planning and evaluation for program planning.• 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.• Makes presentations to staff and decision-making groups, as assigned or required.• Maintains professional awareness of current events, related developments and trends through	

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<p>reading professional literature and other news media.</p> <ul style="list-style-type: none"> • May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information. • Participates in staff meetings, engages in committee/team work and completes training as necessary/required. • Performs additional duties as assigned.

Title:	Children's, Teen, or Adult Librarian II
Class:	
<p>Job Summary: Under the direction of the System-Wide Children's, Teen or Adult Services Manager, the Children's, Teen, or Adult Librarian II is responsible for planning, implementing and evaluating programs and/or services for target audience; building relationships with community organizations that serve a similar target audience; assisting with the development and implementation of professional development opportunities for library staff.</p>	
<p>Essential Functions:</p> <ul style="list-style-type: none"> • Provides excellent customer service, including answering questions and helping members locate materials and services of interest. • Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members. • 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. • Collaborates with Learning Experiences staff, library Engagement staff and others to plan, implement and evaluate large scale, system-wide programs for target audience. • Participates in community activities by providing information, answering questions and discussing community needs for services. • Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events. • Coordinates with the Learning Experiences Division's system-wide services managers for development and implementation of professional development opportunities for staff throughout the system that serve target audience, including workshops, webinars, and bi-annual, in-person retreats. • Coordinates with the Learning Experiences Division's system-wide services managers to plan and lead frequent and regular meetings for staff throughout the system that serve target audience. • Utilizes outcome-based planning and evaluation for program planning. • 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. • Makes presentations to staff and decision-making groups, as assigned or required. • Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media. • May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information. 	

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- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title: School Liaison

Job Summary:

Under the direction of the System-Wide Children's Services Manager, the School Liaison is responsible for developing and maintaining institutional relationships with local school districts, and planning, implementing and evaluating large-scale, system-wide programs and services for students pre-K – 12th grade. The School Liaison is also responsible for building official partnerships and relationships with community organizations that serve a similar target audience and assisting with the development and implementation of professional development opportunities for library staff.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Collaborates with supervisor and library engagement staff to plan, implement and evaluate large-scale, system-wide programs and services for students, teachers, parents and caregivers in the community.
- Builds institutional relationships with school districts in Oklahoma County; oversee the development and completion of required partnership Memorandums of Understanding.
- Participates in community activities by providing information, answering questions and discussing community needs for services.
- Utilizes outcome-based planning and evaluation for program planning.
- Measures the effectiveness of library programs and services aimed at the students, teachers, parents and caregivers in Oklahoma County.
- Utilizes project management software to manage large-scale projects for the system.
- Promotes and markets the Library's collections and services to target audience.
- Engages with the community and target audience through multiple delivery methods, including booktalks and school visits, field trips, interviews, conference presentations, etc.
- Coordinates with the Learning and Development Division to develop and implement professional development opportunities for staff related to Library-sponsored projects, including workshops and webinars.
- 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 for the Learning Experiences Division.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Maintains professional awareness of current events, related developments and trends through reading professional library and education literature and other news media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.

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- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	Business Liaison
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Job Summary:

Under the direction of the System-Wide Adult Services Manager, the Business Liaison is responsible for building official partnerships and relationships with the for-profit and non-profit business community in Oklahoma County, as well as planning, implementing and evaluating small and large-scale programs and services for members of the target audience. Responsible for assisting with the development and implementation of professional development opportunities for library staff.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Collaborates with supervisor and Learning Experiences staff to plan, implement and evaluate small and large-scale programs and services for the greater business community in Oklahoma County.
- Builds institutional relationships with businesses in Oklahoma County; oversee the development and completion of required partnership Memorandums of Understanding.
- Participates in community activities relevant to the business community by providing information, answering questions and discussing community needs for services.
- Utilizes outcome-based planning and evaluation for program planning.
- Measures the effectiveness of library programs and services for target audiences.
- Utilizes project management software to manage large-scale projects for the system.
- Promotes and markets the Library's collections and services to target audience.
- Engages with the business community and target audience through multiple delivery methods, including programs, workshops, professional meetings, presentations, conferences, etc.
- Coordinates with the Learning and Development Division to develop and implement professional development opportunities for staff related to Library-sponsored projects, including workshops and webinars.
- 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 for the Learning Experiences Division.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Maintains professional awareness of current events, related developments and trends through reading professional library literature, information about local business communities, and other news media.

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- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	System-wide Children's, Teen or Adult Services Manager
Class:	

Job Summary:

Under the direction of the Chief Learning Experiences Officer, the System-wide Children's, Teen or Adult Services Manager (3 positions) plans, coordinates and directs the library system's services for target audience, including system-wide programs, initiatives, and special events.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Plans, implements, evaluates and provides leadership for system-wide library programs, services and large scale initiatives for target audience (children birth-11; teens 12-18, adults 19 and up).
- Provides support for staff who plan and implement programs at all Library locations, including identifying and vetting potential presenters and coordinating program evaluation.
- Cultivates community relationships and official partnerships, and participates in planning and coordinating library system projects in collaboration with other community institutions and agencies; promotes the use of system resources and services through communication with community agencies, organizations and groups.
- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Manages the system-wide Engagement "cabinet" (group of Youth and Adult Engagement Supervisors who serve as a sounding board, strategic planning team, research & development work group, etc.) for the Learning Experiences Division.
- Forms and coordinates cross functional staff teams responsible for programming and services, as necessary; clearly and effectively communicates system initiatives.
- Monitors the quality and consistency of programs and services throughout the Library; measures and evaluates work processes, services and products to achieve organizational goals.
- Collaborates with the Marketing and Communications Department to publicize and promote programs; ensures that system guidelines and timelines for marketing requests are followed by all staff.
- Utilizes outcome-based planning and evaluation for program planning.
- Assists with the preparation of the division's annual budget, oversees/monitors adherence to the unit budget.

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- Represents the Library in the community and library profession as a knowledgeable resource and advocate for the target audience.
- Participates in hiring Engagement staff for the system, in conjunction with the Chief Library Experiences Officer, the Library Manager and the Human Resources Department.
- Prepares summaries of data for annual report and special information projects, including reports on programming for the target audience on a system wide level.
- Identifies potential grant funding or monetary sources; in cooperation with the Development Office, writes and administers grants to carry out programs and presentation ideas including: negotiation of fees, creating a narrative, budget, and final written or oral evaluations.
- Works with the Learning and Development Division to develop and provide ongoing professional development opportunities for staff throughout the system who provide programs and services for target audiences.
- Continually benchmarks Library's approach to programming and services against leading libraries around the country; monitors new developments in the profession as related to target audiences, incorporating new developments into existing programs and services.
- Maintains awareness of related developments and trends through reading professional literature and participating in professional associations and continuing education.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community and the problem-solving processes.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance and design of information.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Attends meetings and relays information to staff, leads and participates in local and system-wide staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

BEYOND THE WALLS

Title:	Project Specialist (Come Read With Me)
Job Summary: Under the direction of the Youth Services Project Coordinator, develops and implements fun literature-based activities for school-aged students throughout Oklahoma County in existing after-school and summer programs.	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.	

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- Selects interesting and appropriate literature from the Outreach materials collection to read with students in the “Come Read with Me” after-school and summer programs.
- Transports reading materials to and from each “Come Read with Me” session.
- Prepares the environment with books and supplies in the space provided within an existing after-school or summer program.
- Develops, implements and evaluates reading strategies and activities.
- Serves as an ambassador to provide information about Metropolitan Library System services and events to “Come Read with Me” participants and families.
- Coordinates and communicates daily with program directors at each site.
- Confers with Project Coordinator and Director of Outreach Services to keep informed on key issues and program progress.
- Supervises a team of assistants and volunteers during “Come Read with Me” sessions.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- To perform the other essential functions of the job, must be able to travel and transport materials to various sites throughout Oklahoma County without the use of a library provided vehicle.
- Performs additional duties as assigned.

Title:	Beyond the Walls Specialist
Job Summary: Under the direction of the Beyond the Walls (BTW) Project Coordinator, assists with the implementation of the Books by Mail Program and the Book Centers Program for Library members.	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Answers basic questions about BTW services and locating materials of interest for Books by Mail Customers.• Sorts and shelves books and other materials included in the Books by Mail and Book Center collections; weeds materials as appropriate.• Uses library van to deliver materials to Book Center sites; loads and unloads materials; plans and maintains regular delivery schedules.• Maintains and reports statistics.• Receives returned Books by Mail; sanitizes books and checks materials back in.• Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.• Participates in staff meetings, engages in committee/team work and completes training as necessary/required.• Performs additional duties as assigned.	

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Title:	Book Centers Program Specialist
Job Summary: Under the direction of the Beyond the Walls (BTW) Project Coordinator, assists with the implementation of the Book Centers Program for Library members.	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Answers basic questions about BTW services and locating materials of interest for Books by Mail Customers and Book Center sites.• Uses library van to deliver materials to Book Center sites; loads and unloads materials.• Maintains and reports Book Center statistics.• Occasionally sorts and shelves books and other materials included in the Book Center collection; weeds materials as appropriate.• Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.• Participates in staff meetings, engages in committee/team work and completes training as necessary/required.• Performs additional duties as assigned.	

Title:	Beyond the Walls Project Coordinator
Job Summary: Under the direction of the Beyond the Walls Manager, the BTW Project Coordinator is responsible for overseeing the planning, implementation and evaluation of the Books by Mail Program and Book Centers Program.	
Essential Functions: <ul style="list-style-type: none">• Provides excellent customer service, including answering questions and helping members locate materials and services of interest.• Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.• 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.• Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries, approving leave requests for direct reports, planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems;	

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providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.

- Utilizes outcome-based planning and evaluation for program planning.
- Measures the effectiveness of BTW programs and services for target audiences.
- Creates and prepares reports and other materials or documents as needed about BTW programs and services.
- Builds institutional relationships with community partners in Oklahoma County who would benefit from BTW programs.
- Manages relationships with Book Center site directors; plans and maintains regular delivery schedules.
- Assists members in obtaining information and making effective use of library resources and services, including use of library catalog and reader advisory.
- Issues library materials to customers and discharges returned material; accepts payments for lost materials.
- Promotes and markets BTW programs to members of the community who would benefit from the Books by Mail Program and Book Centers Program, including assistance in preparation of the Books by Mail catalog.
- Serves as a liaison between Engagement staff at libraries close to Book Center sites and members who utilize the Book Center.
- 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 for the Beyond the Walls Division.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	Community Outreach Coordinator
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Job Summary:

Under the direction of the Beyond the Walls (BTW) Manager, the Community Outreach Coordinator is responsible for participating in large-scale outreach events throughout Oklahoma County that promote the Library's services to the greater community and building relationships with community organizations that have a mission and vision similar to Metro Library.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.

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- Assists with the development of system-wide outreach services, including planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Engages with the community and target audience by
- Monitors and evaluates local outreach activities to ensure the meeting of community needs.
- Identifies outreach opportunities and develops appropriate response.
- Builds institutional relationships with community partners in Oklahoma County, including schools, cultural and arts institutions, non-profits, etc.
- Participates in community activities by providing information, answering questions and discussing community needs for services.
- Promotes and markets the Library's collections and services to community members.
- Utilizes outcome-based planning and evaluation for program planning.
- Participates in special projects as assigned, such as surveys, public relations opportunities with the community, grant proposal preparation, problem-solving processes, and the annual program budget process for the Beyond the Walls Division.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.

Title:	Youth Services Project Coordinator ("Come Read With Me", etc.)
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Job Summary:

Under the direction of the Children's System-Wide Services Manager, the Youth Services Coordinator is responsible for planning, implementing and evaluating large-scale, system-wide programs and/or services for children birth-18; building relationships with community organizations that serve a similar target audience; assisting with the development and implementation of professional development opportunities for library staff.

Essential Functions:

- Provides excellent customer service, including answering questions and helping members locate materials and services of interest.
- Uses effective techniques, good judgment and established organizational values, policies and procedures to resolve difficult situations with members.
- 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.
- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: scheduling, managing and approving payroll time entries; planning, assigning and directing work; communicating with staff; monitoring and appraising performance; addressing complaints and resolving problems; providing coaching and mentoring for direct reports; and training staff as necessary on basic job functions.
- Collaborates with managers and library engagement staff to plan, implement and evaluate large-scale, system-wide programs and services for youth in the community.

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- Builds institutional relationships with community partners in Oklahoma County, including schools, cultural and arts institutions, non-profits, etc.
- Schedules and conducts site visits for various library programs being carried out in the community.
- Manages relationships with site directors that host library programs.
- Participates in community activities by providing information, answering questions and discussing community needs for services.
- Promotes and markets the Library's collections to youth and their caregivers.
- Engages with the community and target audience by planning, implementing and evaluating InterReach; will including processing new library accounts and replacing library cards at Engagement events.
- Utilizes outcome-based planning and evaluation for program planning.
- Coordinates with the Learning and Development Division to develop and implement professional development opportunities for staff related to Library-sponsored projects, including workshops and webinars.
- In collaboration with the Chief Library Experience Officer and Learning Experiences staff, participates in strategic planning for the division.
- 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 for the Learning Experiences Division.
- Makes presentations to staff and decision-making groups, as assigned or required.
- Participates in hiring staff, in conjunction with the System-wide Children's Services Manager and the Human Resources Department.
- Maintains professional awareness of current events, related developments and trends through reading professional literature and other news media.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- Performs additional duties as assigned.