



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Virtual Engagement Specialist	Position Code.:	1101-110
Reports To:	Central Information Services Manager	Classification:	Non-exempt
Division:	Guest Services	Date:	03-2024

JOB SUMMARY:

Under the direction of the Central Information Services Manager, the Virtual Engagement Specialist works with other Central Information Services staff to support the Library's strategic goals and initiatives by assisting members and providing relevant and timely services via phone and internet.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping internal and external members locate materials and services of interest via the phone or internet.
- 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.
- 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.
- Provides information about library programs, services, other departments, policies, and procedures.
- Performs a wide range of circulation tasks and procedures using a circulation system, including renewing materials, managing hold requests, processing new accounts, accepting and recording payment for fines and lost or damaged materials, and resolving account issues for members.
- Provides technology assistance and computer training to members; assists members with self-service equipment and technology.
- In conjunction with each library's meeting room contact, schedules meeting rooms, accepts and records payment and communicates setup desired.
- May assist in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- 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.
- Communicates effectively with staff in other departments and in the libraries.
- Thorough knowledge of the Library's expanding digital collection.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library members' records and the code of professional ethics.
- Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

INTERACTION:

- Interaction with all levels of staff and the general public.

MATERIAL AND EQUIPMENT USED:

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

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- Bachelor's degree from an accredited college or university.
- Demonstrated prior work experience in an educational, social service, or customer service capacity serving children, young adults, students, adults, or seniors.

Licenses and Certifications:

- None

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Some principles and practices of library science and technology and their application.
- Policies and procedures of the library and applicable state, federal and local laws, rules and regulations.
- Publishing and resources for library materials.
- Methods and techniques of research, statistical analysis and report presentation.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Interpersonal skills necessary to provide effective leadership to others and work cooperatively with internal and external customers in order to give and extricate information in a courteous and friendly manner.
- Applying book selection standards and policies of the library system
- Assimilating and adjusting to procedures unique to this library.
- Using a computer terminal to accurately and rapidly search, enter and retrieve data.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Mental and Physical Abilities:

- Analytical abilities are required to integrate and interpret data from various sources, and to plan, develop and implement responsible strategies.
- Ability to concentrate and pay close attention to detail with constant breaks in concentration associated with answering phones or speaking in person to customers requiring assistance.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- While performing the essential functions of this job the employee is frequently required to stand, use hands to finger, reach with hands and arms, handle or feel, speak and hear and lift and/or move up to 25 pounds.
- While performing the essential functions of this job the employee is occasionally required to sit, walk, stoop, kneel, crouch, crawl, and lift and/or move up to 50 pounds.

WORK ENVIRONMENT:

- Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.
- Schedule may include evenings and weekends.
- This position is eligible for Emergency telework.

SUMMARY STATEMENT:

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

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