



METROPOLITAN LIBRARY SYSTEM

Job Description

Job Title:	Virtual Librarian	Position Code.:	1111-112
Reports To:	Central Information Services Manager	Classification:	Exempt (P)
Division:	Guest Services	Date:	03/2024

JOB SUMMARY:

Under the direction of the Central Information Services Manager, performs a variety of professional librarian duties via phone and internet including providing information and assistance to customers of all ages; performing reference, readers' advisory services and bibliographic instruction; providing technology instruction.

ESSENTIAL JOB FUNCTIONS:

- Provides excellent customer service, including answering questions and helping internal and external customers 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 customers.
- Executes short and long-term objectives within the context of the Library's strategic and tactical plans.
- Champions the Library's strategic goals and initiatives with the system's mission, vision and core values in mind.
- Uses broad and comprehensive knowledge of current library theories and practices to assist customers, obtain information and make effective use of library resources and services.
- Performs readers' advisory work; researches and answers reference questions; suggests titles in subject areas indicated by community interest.
- Makes use of bibliographies, indexes, and other reference tools, including databases, and the internet to answer questions and to perform bibliographic searches.
- Assists in creating/editing/curating content for the web, including the gathering of, entry, maintenance, and design of information.
- Maintains a thorough knowledge of the Library's expanding digital collection.
- Provides and promotes information regarding library services, programs, policies, and procedures.
- Maintains and reports statistics.
- 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.
- Issues new library accounts and resolves account issues for customers as necessary.
- Assists customers with fines on overdue materials and payments for lost or damaged materials.
- Interprets customer needs and connects them with appropriate resources.
- Assists customers with self-service equipment and technology.
- Participates in staff meetings, engages in committee/team work and completes training as necessary/required.
- May serve as the Manager on Duty.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required.
- Defends the principles of the Citizen's Bill of Library Rights, the Freedom to Read Statement, the privacy of library customers' records and the code of professional ethics.
- Performs other related duties as assigned.

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:

- ALA-accredited Master of Library Studies/Information Science degree

Licenses and Certifications:

- None

HIGHLY PREFERRED QUALIFICATIONS AND COMPETENCIES:

- Enthusiasm for public service and the ability to work well with a diverse customer base.
- Elevated level of comfort with hardware, software, mobile devices, online databases and emergent technologies.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Relevant technologies and public library services as well as changing library user environments and knowledge of websites, as applicable.
- Principles and practices of library science and technology and their application to use of reference tools, book selection criteria and methodology, and common library resources.
- 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.
- Communicating both verbally and in writing at the professional level, individually and in group presentations.
- Applying book selection standards and policies of the library system.
- Assimilating and adjusting to procedures unique to this library.
- Using technology 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.
- Ability to work independently and within a team setting.
- Ability to exercise initiative and sound judgement in a wide variety of situations.
- While performing the essential functions of this job the employee is frequently required to sit, use hands to finger, handle or feel, speak and hear and lift and/or move up to 10 pounds.
- While performing the essential functions of this job the employee is occasionally required to reach with hands and arms, lift and/or move up to 25 pounds.

SUPERVISORY RESPONSIBILITY:

- This position has no supervisory responsibilities.

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.