



Virtual Engagement Librarian

SUPERVISOR: DIRECTOR OF LIBRARY SERVICES

Service Commitment

The Shorewood Public Library is committed to providing the highest quality of service to both internal and external customers. To achieve this level of service, employees are expected to be knowledgeable, competent, dependable, and courteous in the performance of their job responsibilities and to work cooperatively with other employees. Employees are expected to contribute toward public understanding of and support for libraries within the community. The Shorewood Public Library is a dynamic work environment requiring employees to be adaptable.

General Purpose of Position

Provide library services to the Shorewood community, and all library patrons, that support the Shorewood Public Library mission, values, and strategic plan as set by the Library Board of Trustees. Provide reference, readers' advisory, and public service to all ages, adult collection development and maintenance, and programming. Additionally, this position is responsible for managing the library social media presence and website content.

Essential Duties and Responsibilities

General

1. Contribute to a positive, helpful, friendly, inviting environment for library users and maintain a level of excellent customer service.
2. Provide reference, reader's advisory, and interlibrary loan services to the public via telephone, the mail, email and in person and assists the public in the location of library materials. Offer interlibrary loan when appropriate. Follow up with patrons as needed.
3. Provide instruction in the use of the library's resources, equipment and services for individuals and groups. This includes assisting with basic computer questions.
4. Maintain confidentiality of library patron information.
5. Maintain a professional demeanor along with excellent communication skills and contribute to the overall wellbeing of the workplace.
6. Attend and participate in staff meetings when required.
7. Act as Librarian in Charge as needed and oversee opening/closing procedures.
8. When serving as Librarian-in-Charge in the absence of the Library Director, is able to assign, redirect and evaluate work of employees and volunteers. When necessary, takes immediate and appropriate disciplinary action. When indicated, recommends discipline to and makes note of exceptional performance to Library Director.
9. Plan and manage budget needs for operating and capital expenditures in assigned collections, programs, and/or assigned area of operations and documents justification to Library Director. Works to identify and secure other sources of revenue.
10. Follow library and department policies and procedures and interpret to users as needed. Follow and interpret MCFLS and ILL policies and procedures as applicable.

11. Maintain up to date knowledge of library and community events and services by reading local publications, following library and Village social media, and familiarity with library and village web sites.
12. Monitor the behavior of patrons in the library in the interest of maintaining order. Report serious incidents to Director.
13. Troubleshoot basic problems with library equipment and software.
14. Maintain a commitment to continual learning to improve skills and knowledge through reading professional literature and attending local training sessions and other opportunities as they arise. Stay current with trends in information technology and its application to library service.
15. Serve on Village, MCFLS, or other committees as assigned by the Director.
16. Maintain working knowledge of all library operations and fill in as needed in other departments.
17. Perform other duties as assigned by the Library Director.
18. Contribute to cultivation and maintenance of the several areas of the collection. Use professional review sources, considering patron and staff suggestions, to evaluate quality and trends; monitor high demand hold lists and order additional copies when needed. Implement collection assessment using collection development policy and recommend policy changes as needed.
19. Stay current on trends in publishing and material formats, both print and electronic, and investigate applicability to library general collection.

Virtual Engagement

1. Manages library social media accounts. Generates content, stays apprised of platform use and trends related to online communications and marketing. Uses strong writing skills and good judgement to represent the library via social media.
2. Actively involved in webpage design and content updates.
3. Suggests procedure and policy related to the library's virtual presence. Creates best practice and standards for virtual engagement in all forms for the library.
4. Provides leadership for virtual programming and digital collection development.

Reference Services

1. Cultivate and maintain portion of the adult collection which may include fiction, non-fiction and some non-book collections. Use professional review sources, consider patron and staff suggestions to evaluate quality and trends; monitor high demand hold lists and order additional copies as needed. Implement collections assessment using collection development policy and recommend policy changes as needed.
2. Cultivate and maintain circulating periodical collection and standing orders requiring strong relationship with vendors to obtain most cost effective package. Responsive to user trends and changing formats.
3. Works closely with the Community and Adult Services Librarian to support programs and events of interest to the adult Shorewood community.

Qualifications

The requirements listed below are representative of the knowledge, skill, and abilities necessary to successfully perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

1. American Library Association accredited Master's degree in Library Science.
2. One year of professional library experience preferred.
3. Experience maintaining website content and/or institutional social media accounts preferred.

Knowledge, Skills and Abilities:

1. Ability to develop a strong awareness of local needs and interests and to apply that knowledge in the selection of library materials, the maintenance of library services and the development of library programs.
2. Ability to work comfortably with patrons of all ages and backgrounds.
3. Friendly and helpful manner, appropriate to a position where constant public contact is involved and the maintenance of good public relations is essential.
4. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors.
5. Understanding of basic library principles, procedures, technology, goals, and philosophy of service.
6. Ability to effectively use the Internet, search engines, and social media tools.
7. Ability to learn pertinent computer programs and to effectively use them to perform assigned duties.
8. Broad understanding of computer technology and software; including thorough knowledge of Microsoft Office products.
9. Ability to operate all items listed under Tools and Equipment Used.
10. Ability to effectively present information and respond to questions from individuals and groups.
11. Initiative, ability to work both independently and as a team.
12. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
13. Ability to maintain confidentiality of library users' information.
14. Promptness, reliability, able to maintain good attendance record.
15. Knowledge of English grammar and spelling.

Physical Demands:

1. Majority of work time is standing, walking, and reaching in front of body.
2. Bending, twisting, stooping and reaching overhead with simultaneous use of hand, wrist, and fingers.
3. Far vision at 20 feet or further; near vision at 20 inches or less.
4. Fingering: keyboarding, writing, and processing (applying labels, tags, barcodes, covers).
5. Lifting and carrying: 20 pounds or less.
6. Pushing and pulling: objects weighing 300 pounds on wheels.
7. Mobility: travel to Village Hall and elsewhere outside the library.
8. Talking and hearing ordinary conversation in person or on the phone in a quiet and sometimes noisy environment.

Mental Requirements:

1. Ability to comprehend and effectively follow instructions received both verbally and in written form.
2. Ability to work well under pressure and handle fast paced, stressful situations.
3. Ability to interpret technical regulations, policies and instructions.
4. Analytical Skills: Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information, resources available when making decisions.
5. Planning and Organization Skills: Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
6. Problem-Solving Skills: Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the Library Director when necessary.
7. Ability to exercise judgment and reasoning in enforcement of policies.
8. Communication Skills: effectively communicate ideas and information both in written and verbal form.
9. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator and understand a financial spreadsheet
10. Reading Ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
11. Time Management: set priorities in order to meet assignment deadlines.
12. Alphabetical/Numerical Ability: effectively arrange materials in appropriate order.
13. Ability to handle collection of money and make change.

Work Environment

1. Inside work environment.
2. Frequently dusty work conditions.
3. Exposure to environmental factors: repetitive motions of using computer keyboard and picking up and setting down books.
4. Noise level is moderately quiet.
5. Work hours include evenings and weekends.

Tools and Equipment Used

Automated shared resource system (CountyCat and Sierra), networked personal computer and peripherals, mobile devices, printers, ereaders, wireless router, copy machine, scanner, telephone, cash register.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.