

**JOB TITLE:** Librarian II, Outreach & Engagement

**DEPARTMENT:** Public Services

**LOCATION:** Main Library

**JOB SUMMARY:** The Librarian II, Outreach & Engagement performs a variety of professional and public service duties for a diverse community, pertaining to the planning and implementation of programming and outreach, provision of reference and readers' advisory services, instruction in eMedia resources and other technology-related services, collection development, overseeing special department projects, chairing library-wide committees, and serving as the staff member-in-charge of the department/facility.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Develops and implements in-house programs and outreach efforts for adults in the community through opportunities including, but not limited to: presentations, book discussions, instruction on resources, tours, and other activities at both the Main and Westacres Branches.
2. Actively searches for and engages with patrons about potential program ideas.
3. Provides reference service at both the adult and youth information desks to a variety of audiences by using reference interviews to assess specific needs and then providing relevant, timely information.
4. Provides assistance and guidance in using library resources and related technology to community members of all ages, including the online catalog/discovery platform, print, media and digital collections, electronic resources, etc.
5. Provides readers' advisory assistance to community members of all ages, which may include the development and maintenance of suggested reading lists in print and/or electronic format.
6. Assists library visitors with computers, printing, software, scanning, photocopies, faxes, wireless access, and any other technological services provided by the Library. Helps the public with day-to-day computer questions.
7. Provides instruction and support for patrons' use of eMedia resources including eBooks, eAudiobooks, digital collections, and subscription services. May be assigned one-on-one sessions with users.

8. Assumes responsibility for collection development of print, media and electronic materials, maintenance, and marketing in designated area(s) of the collection. Analyzes user needs, interests, hold lists, popular topics, and other measurers to determine future directions of the collection and ensure representation of a variety of cultures, lifestyles, and viewpoints. Responsible for budget expenditures in designated area(s) according to established procedures.
9. Takes a leadership role in ensuring the completion of strategic plan and marketing initiatives for the department.
10. Contributes to the vitality of the Library's website, social media presence, and eNewsletters on a regular basis by providing diverse and engaging content for programs, services, resources, and designated collection areas.
11. Assists in online marketing and the creation of handouts, bibliographies, and specialized publicity materials to distribute to children, parents, grandparents, caregivers, teachers, seniors, community partners, and other market segments in the community.
12. Develops regularly changing and engaging marketing and learning displays for the youth portal, display case, new book area, display units, and other areas within the library.
13. Serves as staff member-in-charge of the department/facility as needed. Must be knowledgeable about and able to make decisions dealing with library security, policy, emergency procedures, and conflict resolution.
14. Oversees and coordinates special department and library-wide projects, committees, and services. Chairs library-wide or departmental committees and directs the work of committee members.
15. Exercises professional responsibility by maintaining membership in state and national library organizations, attending conferences and workshops, reading professional literature and keeping abreast of legislation, best practices, issues, trends, and research in the profession.
16. May perform basic circulation tasks when required for effective customer service. This is particularly relevant at the Westacres Branch.
17. Contributes to a positive, professional working environment and organizational unity by communicating with peers and supervisors throughout the library.
18. Maintains positive and proactive customer service behavior at all times.
19. Other duties as assigned.

## **DESIRED QUALIFICATIONS:**

1. MLS or equivalent from an ALA accredited library school.
2. Relevant public library experience required.
3. Demonstrated competency with information technology including iOS and Windows computers, eMedia, electronic resources, online catalogs, the Internet, social media, mobile devices, etc.
4. Demonstrated ability to use office productivity software such as Microsoft Office and Google Workspace. Knowledge of Adobe Creative Cloud is desired.
5. Ability to translate basic technical information, verbally and in writing, to a non-technical audience.
6. Ability to work effectively with the public in a tactful, courteous manner.
7. Excellent verbal, interpersonal and written communication skills.
8. Confidence in public speaking.
9. Experience working with children.
10. Knowledge of current and popular titles and authors, and able to make recommendations and suggestions in various media.
11. Ability to work with minimum supervision.
12. Strong organizational and time management skills.
13. Ability to promote and maintain effective relationships with other staff and to work in a team environment.
14. Regularly reads and monitors mainstream and professional print and electronic media.
15. Flexibility in availability for scheduling.
16. Positive service attitude.
17. Valid Michigan driver's license

**PHYSICAL ACTIVITY REQUIREMENTS:**

*(Degree of physical demands (strengths) usually associated with the essential functions of the position)*

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Light Work usually requires walking and standing to a significant degree. The type of physical demands usually associated with the essential functions of this classification are: stooping, kneeling, crouching, reaching overhead and horizontally, talking, hearing, and seeing.

**REPORTING RELATIONSHIPS:****At Main Library:**

This position reports to Outreach & Engagement Supervisor.

**At the Westacres Branch:**

This position reports to the Branch Manager.

There are no day-to-day supervisory responsibilities associated with this position; however, may provide direction to part-time librarians, substitute librarians, pre-professionals, para-professionals, circulation assistants, computer assistants, monitors, and volunteers as needed.