FLSA Status: Exempt        Pay Plan: Administrative        Grade: 7

City of Virginia Beach Organizational Mission & Values
The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary
Provide advanced reference and information services to library customers through reference interviews and research strategies and techniques using print, non print and electronic resources (including the Internet and DIALOG); promote the library’s collection and services through bibliographic instruction, tours, displays, programs, and other activities; duties may be added to ensure the day-to-day work flow of the agency.

Representative Work Functions and Responsibilities
Use a variety of library resources, including reference collections and reader’s advisory sources in order to satisfy the information needs of customers of all ages and reading skills;

Conduct thorough reference interviews to ascertain customer needs in order to provide accurate, timely, and audience-appropriate responses.

Formulate complex research strategies by applying logic and knowledge of resources to effectively respond to customers’ information needs.

Develop complex search strategies using the library automated system and other electronic resources to retrieve needed materials or information; conduct in-depth research using print, non-print, and electronic resources including the Internet and fee-based services such as DIALOG to satisfy customers’ information needs.

Develop and maintain an awareness of popular authors, materials and culture, current events and trends to recognize and respond to customers information needs; develop and maintain current knowledge of new technologies and resources in the library and publishing fields through reading professional journals, participation in professional organizations or continuing education activities to anticipate and meet customer needs.

Refer customers to or directly contacts community, state, and national agencies and organizations, if required, to satisfy customers information needs.

Manage the written research process by negotiating customer deadlines, and monitoring and advancing the progress of research in order to ensure equitable and quality reference service is provided.
Librarian I #01948

Respond to system-wide requests for assistance with the most difficult reference questions to satisfy the customers’ information needs.

Explain, interpret, and make decisions utilizing current library policies and procedures in order to ensure smooth operation of the agency.

Monitor security and general maintenance of the library facility in order to ensure a safe environment for internal and external customers; and resolve library equipment problems or refer them to the desk supervisor and/or the appropriate agency for resolution to ensure quality customer service.

Evaluate individual items within the reference and circulating collections by applying standards for condition, currency, and relevance to make recommendations to Collection Management staff for withdrawal or replacement; use a variety of selection and evaluation tools to make informed recommendations to Collection Management staff for new and/or supplemental materials and products; and evaluate materials currency and accuracy, analyze circulation statistics, and identify weaknesses in the library’s reference and circulation collections by using subject area collection profiles of print and audiovisual materials in order to make informed recommendations to Collection Management.

Prepare written communication in the form of monthly reports, project reports, or other correspondence to apprise colleagues or managers of personal or agency work progress or to respond to customers information needs.

Prepare and conduct library tours including bibliographic instruction and story times, and tours for school groups, community organizations and the general public to promote the library’s collection and services; and create and/or conduct special programs to promote the library’s collection and services.

Plan and create library displays to increase internal and external customer awareness of the library’s collection, community resources, or other salient information; and create booklists, bibliographies, and research aids to assist customers and increase internal and external customer awareness of the library’s collection.

Instruct customers in the use of the library automated system, print and non-print materials, and electronic resources and equipment; and create, organize and conduct specialized training in the research process for customers, library staff and volunteers, and other City agencies to increase internal and external customers’ knowledge of the library’s collection and services and knowledge of research methods.

Lead or participate in departmental strategic teams to develop library system policies and procedures.

Write positive staff performance feedback memos to provide input into staff evaluations.

May supervise and manage the workflow at information public service points to ensure quality customer service and information provision; identify possible cataloging problems and report them to Cataloging Services to enhance quality of access to the library automated system; and identify and report problems to Automated Services and may suggest enhancements to the library automated system to improve customer access to information.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
**Performance Standards**

Use independent judgment, insight and reference interview techniques to analyze and identify the information needs of customers; efficiently and accurately answer customer reference queries at service points; negotiate deadlines and perform thorough, well organized research on more difficult customer requests; use considerable tact and discretion when explaining library policies and procedures to internal and external customers; correctly and efficiently instruct customers in the use of library resources and equipment; initiate communication with customers and adapt both oral and written communication styles to accommodate the individual needs of customers; evaluate materials and make appropriate recommendations for the removal or addition of materials to the collection; participate actively on agency teams and committees; develop quality services and programs to educate internal and external customers, and volunteers and promote use of the library; complete work under the pressure of tight deadlines; when managing the workflow at information public service points, maintain smooth and effective operation and monitor security and maintenance of the facility; maintain an awareness of current trends, popular materials, and new technologies; quickly identify and report cataloging and system problems; prepare written communication, including reports, correspondence and memos regarding staff performance.

**Minimum Qualifications**

Requires a Master’s Degree in Library Science from an American Library Association accredited college or university which provides the required knowledge, skills, and abilities.

**Special Requirements**

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

**Knowledge-Skills-Abilities Required to Perform Satisfactorily**

A. Knowledge

1. Knowledge of principles and methods of professional library practice.
2. Knowledge of professional ethics and the Library Bill of Rights.
3. Knowledge of research and interviewing techniques.
4. Knowledge of bibliographic sources, including reference and reader’s advisory sources.
5. Knowledge of books, authors, current popular trends and reader interest levels for all age groups.
6. Knowledge of audiovisual materials, including videos, compact discs, and audio cassettes.
7. Knowledge of effective public relations techniques.
8. Knowledge of bibliographic organization, systems and methods.

B. Skills

1. Skill in listening and reference interview techniques with walk-in and telephone customers.
2. Skill in research techniques and in formulating search strategies.
3. Basic skill in the use of online and electronic resources, including the Internet and DIALOG.
4. Skill in negotiating deadlines, setting priorities, and organizing work.
5. Skill in clearly and tactfully interpreting library policies, procedures and services.
6. Skill in effective communication with a variety of audiences.
7. Skill in the operation and troubleshooting of various types of library equipment.
8. Skill in the use of standard library databases, automated library systems, and office automation applications.

C. Abilities

1. Ability to use information resources and networks to create unique responses to customer requests.
2. Ability to select appropriate reading or research materials for customers of varying reading and interest levels.

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3. Ability to prioritize multiple tasks and to work efficiently and effectively under pressure.
4. Ability to establish and maintain effective working relationships with library employees, volunteers and customers.
5. Ability to work with other staff as part of a productive team.

Working Conditions
The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City’s business.

Physical Requirements: Physical refers to the requirement for physical exertion and coordination of limb and body movement.
Requires light work that involves walking or standing some of the time, stooping, lifting, pushing and raising objects which also involves exerting up to 40 pounds of force on a regular and reoccurring basis and routine keyboard operations.

Mental Requirements: Mental refers to the degree that the job involves cognitive activities, and use of mental processes
Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative, managerial or technical problems; applies general to extensive understanding of operating policies and procedures to solve complex problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Environmental Conditions: Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.
Library positions may risk exposure to bright/dim light, dusts and pollen, extreme heat and/or cold, wet or humid conditions, extreme noise levels, animals/wildlife, fumes and/or noxious odors, traffic, moving machinery.

Sensory Requirements: Sensory refers to hearing, sight, touch, taste, and smell required by the job.
This job requires normal visual acuity, and field of vision, hearing, and speaking.

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