



Librarian II – Public Services #01949

City of Virginia Beach – Job Description

Date of Last Revision: 07-01-2023

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 10

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

Provides complex library services to internal and external customers; promotes the library's collection and services through instruction, tours, displays, programs, and other activities; formalizes partnerships with organizations, agencies and other entities; coordinates projects; duties may be added to ensure the day-to-day workflow and service delivery in the public library.

Representative Work Functions and Responsibilities

Coordinate with Programming and Community Outreach to carryout systemwide programming and outreach initiatives.

May oversee program and outreach planning, development, and delivery within a unit or branch.

Serve as next in command in locations without Librarian IIIs or in the absence of Branch Librarian IIIs.

May submit collection suggestions to support programming and outreach.

May supervise Librarian Is and/or paraprofessional staff, document performance and conduct annual employee evaluations to provide feedback, identify training needs and set goals for staff.

Assist Library Leadership in implementing department and city goals and objectives to provide guidance to staff.

Develop and update 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 to satisfy the information needs of customers of all ages and reading skills.

Develop and foster a process improvement environment by encouraging ideas, identifying trends, and evaluating processes and data.

Create and maintain an awareness of popular authors, materials and culture, current events and trends to recognize and respond to customers information needs; develops and maintains current knowledge of

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new technologies and resources in the library and publishing fields through reading professional journals, participation in professional organizations or continuing education activities to inform team and anticipate and meet customer needs.

Understand and explain library policies and procedures to customers and staff to resolve conflicts and achieve mutually agreeable resolutions.

Evaluate and suggest materials to maintain a collection designed to meet the needs of the intended audience, including conservation and preservation for programming and outreach coordination. Oversee the collection maintenance efforts of the Librarian Is.

Determine the scope and requirements of a project, coordinate and schedule activities, controls resources, and identifies and controls risk for quality project completion.

Coordinate and manage a citywide program.

Track and collect data to measure services, program and/or collections.

Organize and maintain library records per an approved record retention schedule for easy access to all relevant data.

Generate different types of reports to aid facilitate library planning and operations.

Collaboratively develop and deliver competency-based trainings to meet the needs of library staff.

May serve as a resource for career growth and employee engagement.

Organize and delegate library tours including information literacy classes 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.

Create/prepare, present, and evaluate group training classes on library resources and technology to library and city staff, customers, school groups, and community groups.

Create age-appropriate library programs that are of interest to the community, planned collaboratively, aligned with strategic programming priorities, and developed using sound instructional design principles.

Identify and analyze equipment problems to determine course of action or solution to ensure safety, security, and comfort of internal and external customers.

Plan and delegate the creation of 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.

Participate in departmental strategic teams to develop library system policies and procedures.

Required to oversee the library branch and staff as needed.

Be capable to manage daily service point schedules, supervise opening and closing procedures, including cash reconciliation and securing the building.

May be required to drive city fleet vehicles in order to offer programming and services at Library outreach locations.

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.

Performance Standards

Seeks out leadership opportunities; uses independent judgment, insight, and principles of professional library practice to analyze and identify the various needs of internal and external customers; demonstrates effective working relationships with colleagues, City and Library management, internal and external customers; regularly communicates progress on assigned projects with supervisor and colleagues; negotiates deadlines and performs thorough, well organized research on more difficult customer requests; uses considerable tact and discretion when explaining library policies and procedures to internal and external customers; correctly and efficiently instructs customers in the use of library resources and equipment; evaluates materials and makes appropriate recommendations for the removal or addition of materials to the collection; develops quality services and programs to educate internal and external customers; maintains an awareness of current trends, popular materials, and new technologies. May supervise librarians and/or paraprofessional staff.

Minimum Qualifications

Requires a master's degree in Library Science from an American Library Association accredited college or university, plus any combination of experience providing the required knowledge, skills and abilities that equates to two (2) years of programming and/or customer service experience in a library or similar environment or a combined one year experience in programming and customer service within libraries with an additional year of supervisory experience for a total of two (2) years.

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.

Must be able to work rotating shifts (days/evenings) including weekends and holidays and be available to work overtime when required to meet operational needs.

Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of and compliance with the basic ethics and values of library service and the ALA Bill of Rights and Code of Ethics.
2. Knowledge, understanding and proactive reduction to barriers to library use.
3. Knowledge, understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.
4. Knowledge of laws relating to copyright, privacy, freedom of expression, equal rights, and intellectual property; the ability to communicate this information to staff and patrons and to ensure the library's compliance.
5. Knowledge of and ability to support the library's mission, vision, culture, and structure.
6. Knowledge and a comprehensive awareness of the library's policies and procedures.
7. Knowledge and awareness of the attributes and library needs of community demographics; the ability to apply that knowledge through materials, services, policies, and programming.
8. Knowledge of research methods and interviewing techniques.

9. Knowledge of library provided equipment and software including website databases, catalog, and ILS.
10. Knowledge of a wide variety of learning styles.
11. Knowledge of principles, training methods and techniques used in current training field practices, curricula design and methodologies.
12. Knowledge of library policies and procedures relevant to emergency preparedness, including natural disasters.
13. Knowledge of library policies and procedures relevant to building security and personal safety of staff and patrons.
14. Knowledge and understanding of the infrastructure that supports the library's networks; demonstrated proficiency with the programs that perform basic computer and local area network functions; the awareness of cybersecurity trends and methods.

B. Skills

1. Skill in reference interviewing and in appropriate search techniques.
2. Skill in research techniques and in formulating search strategies.
3. Skill in negotiating deadlines, setting priorities, and organizing work.
4. Skill in clearly and tactfully interpreting library policies, procedures, and services.
5. Skill in effective communication with a variety of audiences.
6. Skill in the operation and troubleshooting of various types of library equipment.
7. Skill in prioritizing services.
8. Skill in use of computers, productivity software, and internet applications.
9. Skill in project management.
10. Skill in organizing and supervising the work of others.

C. Abilities

1. Ability to promote and support the fundamental purpose of the public library.
2. Ability to determine patron needs and use various resources to provide clear and comprehensive information in response to requests.
3. Ability to assist patrons with popular and recreational reading choices and to encourage reading; the knowledge of popular materials and the ability to share that knowledge with all patrons.
4. Ability to plan, present and evaluate creative and innovative programming for various ages and abilities, based on knowledge of developmental stages, best practices and community needs and interests, both inside and outside the library location.
5. Ability to apply instructional design strategies when developing library programs and trainings.
6. Ability to achieve Microsoft Office Specialist certification for various Office applications.
7. Ability to proactively identify and analyze emerging trends and technologies and employ creative thinking to implement new solutions or procedures.
8. Ability to determine scope and requirements of a project, coordinate and schedule activities, control resources, and identify and control risk for quality project completion.
9. Ability to identify and prioritize work needs.
10. Ability to assess situations and troubleshoot to identify effective solutions.
11. Ability to work collaboratively with others to achieve organizational goals and objectives.
12. Ability to establish and maintain effective professional relationships among colleagues, staff, library customers and the general public.
13. Ability to provide concise, timely, and accurate information, internally and externally, through both verbal and written methods, among all organizational levels with all appropriate people.
14. Ability to supervise and evaluate workers in the most effective manner to achieve the goals of the organization.
15. Ability to adapt to change, demonstrating flexibility and creativity.
16. Ability to meet the library needs efficiently, effectively, and positively for internal and external customers.
17. Ability to organize and maintain library records per an approved record retention schedule for

- easy access to all relevant data; the ability to generate many different types of reports to facilitate library planning and operations.
18. Ability to set and model high performance standards characterized by integrity, and to earn trust and respect of others by coaching, inspiring, and empowering teams of people to achieve strategic objectives.
 19. Ability to skillfully design and present competency-based training to meet the needs of library staff; the ability to serve as a resource for career growth and employee engagement.
 20. Ability to formalize partnerships with community organizations, government agencies, and other entities to bolster the library's mission.
 21. Ability to lift or move heavy bins, boxes and/or bags, materials, and equipment.

Working Conditions

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 both internally and externally with all posted open positions.

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.