

Department: Library
Title: Librarian - Community Resources Specialist
Division: Adult Services/Patron Relations
Reports To: Deputy Library Director
Date: May 2021
Status: Exempt

The library reserves the right to modify this and every job description in whole or in part at any time.

Work Schedule

Full-time, with evening and weekend rotations expected.

General Job Description

This is a professional exempt librarian position requiring a comprehensive understanding of principles and practices related to public library work, with chief emphasis on delivery of outstanding library service to young adult—adult patrons. This position functions with a higher level of autonomy, professionalism and independent judgment than other positions in the organization. Professional development and community outreach are also key expectations. Within the general description there is opportunity for and expectation of specialization.

Primary Duties

- Works directly with customers needing social services assistance by providing information, support, and referrals to appropriate organizations.
- Serves as a resource for library staff and models effective techniques in assisting customers experiencing mental health, unstable housing and trauma.
- Collaborates with community organizations supporting the areas of mental health, trauma, workforce development, and homelessness.
- Respond to reference, readers' advisory and research requests in a timely and efficient manner at all points of delivery and using a wide variety of tools including desk, roaming, e-mail, phone, Instant Messaging and additional methods of communication.
- Design, develop and execute programs – both in-house and through outreach.
- Provide front-line library service to all customers; maintain appropriate decorum and atmosphere in the department's public spaces.

Additional Responsibilities

- Assists Adult Services Manager in all duties and projects related to the functions and responsibilities of the department. These niche duties are assigned according to changing departmental needs and individual staff strengths/talents.
- Attends regular continuing education seminars; attends and participates in LPL and WRLS related committees and meetings.
- Works in concert with patron relations staff to maintain a safe and comfortable environment.
- Performs other duties in support of department and library needs.

Qualifications

- Master of Library & Information Science from an ALA-accredited school, and/or Master of Social Work degree or equivalent experience in social science, behavioral science or related field, preferred.
- Two years paid full-time experience providing direct service to at-risk, marginalized populations.
- One year of experience working in an educational setting such as a library, school, and/or equivalent combination of education and experience deemed acceptable by the hiring authority.
- Able to forge strong positive bonds with primary service clientele, with visible and evident energy and enthusiasm for serving that clientele.
- Strong knowledge of public library professional philosophies of service to adults and collection development approaches.
- High degree of cultural literacy and knowledge of current events with demonstrated engagement in and awareness of activities both in the community and the larger world.
- Continuous demonstrated ability with Internet and other electronic information resources and consumer-level technologies; skilled at evaluating and assessing new technologies for library applications; comfortable with social media and adapting and implementing new technologies to enhance work on behalf of the team.
- Strong ability to self-direct with excellent collaborative, teamwork and problem-solving skills.
- Exceptional oral and written communications skills; fluent in English.
- Personable, with excellent professional image, superior planning, organizational and multi-tasking skills, and strong presentation/teaching skills.
- Valid driver's license.

Physical Demands

- Frequent walking, standing (upwards of 2 hours at a time) and sitting.
- Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels.
- Extensive bending stooping, pulling, reaching handling and feeling.
- Manual dexterity; ability to operate computer keyboard and mouse.
- Good vision; correctable to 20/20 and in color.
- Clear speaking voice and good hearing.

Service Expectation for All Library Employees

Service, both to our public and internally, is the highest priority for the organization. For positions in public service roles, employees are expected to be scheduled at a public service point for up to 50% of their workweek. For positions where providing programming is a primary duty, up to 25% of work time may be scheduled at a public service point. On occasions of staffing shortages, employees may be required to cover desk shifts beyond the basic percentages listed. Employees in roles without regular public-facing duties may be called upon to assist with tasks outside of their usual work, including but not limited to working public service points or providing support in another way so that coverage may be achieved.

General Requirements for All Library Employees

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff, department and management team meetings.

Job Performance Standards

- Actively supports La Crosse Public Library's mission.
- Maintains patron confidentiality and library rights.
- Adheres to library guidelines, work rules and other employee policies.
- Conveys a courteous and professional attitude.
- Fosters and maintains positive public relations for the library within the community.

Required Talents & Leadership Competencies

Talents: service, ethics, arranger, responsibility, creativity, empathy, persuasion

Leadership Competencies: vision, strategic thinking, conflict management, continuous learning, flexibility, team building, customer service, interpersonal skills, oral and written communications

DEFINITIONS FOR REQUIRED COMPETENCIES

Talents

- Service: a drive to be of service to others
- Ethics: a clear understanding of right and wrong which guides actions
- Arranger: an ability to orchestrate
- Responsibility: a need to assume personal accountability for work
- Creativity: ability to break existing configurations in favor of more effective/appealing ones
- Empathy: an ability to identify the feelings and perspectives of others
- Persuasion: an ability to persuade others logically

Leadership

- **Vision:** Takes a long-term view and acts as a catalyst for organizational change; builds a shared vision with others. Influences others to translate vision into action.
- **Strategic thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization. Examines policy issues and strategic planning with a long-term perspective. Determines objectives and sets priorities; anticipates potential threats or opportunities.

- **Conflict management:** Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.
- **Continuous learning:** Grasps the essence of new information; masters new technical and business knowledge; recognizes own strengths and weaknesses; pursues self-development; seeks feedback from others and opportunities to master new knowledge.
- **Flexibility:** Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions or unexpected obstacles. Adjust rapidly to new situations warranting attention and resolution.
- **Team building:** Inspires, motivates, and guides others toward goal accomplishments. Consistently develops and sustains cooperative working relationships. Encourages and facilitates cooperation within the organization and with customer groups; fosters commitment, team spirit, pride, trust.
- **Customer service:** Balances interests of a variety of clients. Readily readjust priorities to respond to pressing and changing client demands. Anticipates and meets the need of clients. Is committed to continuous improvement of services.
- **Interpersonal skills:** Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations; is tactful, compassionate and sensitive, and treats others with respect.
- **Oral communications:** Listens effectively and clarifies information as needed. Facilitates an open exchange of ideas and fosters an atmosphere of open communications.
- **Written communications:** Expresses facts and ideas in writing in a clear, convincing and organized manner.