

P H C S A

Palm Harbor Community Services Agency, Inc.

PALM HARBOR LIBRARY (PHL)

COMMUNITY ENGAGEMENT LIBRARIAN

The duties below are representative of the duties of the position and are not intended to cover all the duties performed by incumbents of any particular position.

DEFINITION

This is an entry level professional position with a focus on applying the full range of basic library knowledge and techniques in the performance of duties. Work involves analyzing the library's and departmental needs, selecting materials, applying bibliographic controls, advising the public in the use of the online catalog, databases, and reference questions, and providing readers advisory, as needed. Work is reviewed by the Director through observation, conferences and analysis of reports.

ILLUSTRATIVE DUTIES

1. Participates in library committee work and cooperative efforts to improve the library and customer service.
2. Acts as a point person for other library personnel in the absence of the Department Head.
3. Participates in the acquisition of library materials suitable for the department.
4. Recommends changes in library policies and procedures in assigned-areas of responsibility.
5. Establishes goals and objectives with regard to areas of responsibility.

MINIMUM QUALIFICATIONS

- Must possess a Master's Degree in Library Science from a college or university accredited by the American Library Association.
- One (1) year of public library experience preferred.
- Must be able to stand/walk during shifts for approximately 3 hours, as well as easily lift 20 pounds and push/pull book/equipment cart.
- Ability to work a flexible schedule that includes evening and weekend hours.

KNOWLEDGE AND ABILITY

- Familiar with principles and practices for providing customer service to the public, addressing concerns and solving problems.
- Work evening and weekend hours.
- Express ideas clearly and concisely, both orally and in writing.
- Establish and maintain effective working relations with staff, volunteers, and the public as necessitated by the work.
- Knowledge of basic reference methods, techniques and sources used in professional library work.

COMMUNITY ENGAGEMENT

This position oversees and administers all aspects of community engagement for the library, with guidance from the Director, and in coordination with library leadership. Engagement includes the recruitment and intake of volunteers, community outreach, community information gathering, library impact research and reporting (aka data storytelling), and representation of the library onsite and offsite. This position assists in promoting the library needs and priorities through public speaking and participation in community events and activities. The librarian will support the director, assistant director, and other PHL leaders in coordinating employee engagement such as new staff orientation, employee appreciation, and staff development day. They will also liaison with the library's leadership and marketing staff to coordinate messaging and campaigns when needed for PHL and its support groups (advisory council, foundation, friends, etc.). An employee in this category exercises considerable judgment and discretion in performing advanced library duties. Continuous public contact requires the exercise of considerable patience, tact, and diplomacy. Work is performed under the supervision of the Director and is reviewed through conference, personal observation of performance, and inspection by the Director.

ADDITIONAL DUTIES

- As needed, attends library leadership meetings to share and obtain relevant information and happenings; as needed, communicates pertinent information directly to staff.
- Recruits, interviews, tests, and selects each volunteer applicant thoroughly and determines knowledge, skills, and abilities before bringing a new volunteer on board; works with HR to have selected volunteers to go through background screening and any other relevant requirements.
- Identifies and implements ways to recruit new volunteers through community outreach, partnering with schools, public relations programs, volunteer recruiting fairs, local volunteer agencies and organizations, and other service organizations.
- Coordinates appreciation activities with library leadership for employees and for volunteers.
- Prepares statistical and other required reports.
- Facilitates data collection efforts to measure the library's impact through surveys, interviews, and written methods to soliciting stories and other forms of feedback; is the library point person for professional data storytelling standards and practices.
- Develops and maintains a community engagement handbook.
- Works with the director and other library leadership to tell the library's story to local elected officials and leaders, prospective donors, and other community stakeholders.
- Performs other duties as assigned.

ADDITIONAL KNOWLEDGE AND ABILITIES

- Principles and practices of library services, programs, and promotions.
- Computer applications related to the work, including word-processing, spreadsheet, and graphic design programs.
- Compile data and write clear and comprehensive reports.
- Use discretion in handling confidential information.
- Perform work independently and with a minimum of supervision.
- Follow complex verbal and written instructions.
- Ability to express ideas clearly and effectively to individuals and groups through verbal, written, and visual communication.
- Ability to learn and adapt to new and changing technologies.
- Willing to travel throughout Pinellas County, the state of Florida, and occasionally out of state for meetings, outreach, presentations, and training.