

## Job Description

# Business Outreach Librarian

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**Name:** \_\_\_\_\_ **Department:** Community Engagement & Programming

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**Pay Grade:** E **FLSA Code:** Non-exempt

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**Reports To:** Head of Community Engagement & Programming **Typical Schedule:** Varies

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**Last Updated By:** Donna Dunn **Date:** 7/13/2017

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## Job Summary

Working under the Head of Community Engagement & Programming, the Business Outreach Librarian provides library services and support to businesses, entrepreneurs, and patrons in the community, increasing and sustaining local business support and services by developing and maintaining relationships with business leaders, chambers of commerce, and small business development centers.

This position does not have any supervisory responsibilities, but may oversee assigned volunteers.

## Essential Functions & Responsibilities

### Primary

- Researches and recommends business programs, classes, and workshops related to solving specific owner and/or management issues
- Teaches and develops classes on job searching, business databases, and other business-related courses
- Attends meets with local chambers, village departments, municipal authorities, business decision-makers, and nonprofit organizations
- Participates in outreach events to enhance the library's relationship with and services to the business community
- Highlights library services and calls upon local businesses, banks, and agencies to explain what the library can deliver
- Partners with businesses, organizations, and/or local community college extensions/business divisions to attract interest in shared community events

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- Answers questions and provides readers' advisory in person or via telephone, email, instant message, or any other form of electronic communication
  - Provides exemplary service to patrons in a timely and confidential manner, maintaining the library's high level of customer service in accordance with the Standards of Public Service
  - Oversees selection and continual collection development of materials in assigned areas, including weeding and accurate organization of materials
  - Creates displays and electronic resources that promote the collections and services of the department
  - Assists in developing programs that promote the use of library resources
  - Maintains knowledge of current print and electronic resources to competently answer questions
  - Maintains knowledge of and provides help with circulating and non-circulating technologies, including but not limited to telescopes, tablets, eReaders, laptops, public computers, printers, copiers, scanners, and fax machines
  - Provides user instruction for internet searching, email, social media, electronic downloading services, and word processing
  - Utilizes technologies proactively to support department functions, and assists in evaluating and recommending new technologies to be used by the department
  - Represents the library in a positive fashion at all times
  - Performs notary services
  - Works at the reference desk, as scheduled
  - Participates in outreach events, as requested
  - Demonstrates good, timely judgment in the interpretation of library and department policies during normal workflows and emergencies, assuring that patron safety and concerns are handled appropriately
  - Attends scheduled meetings and training, as required
  - Maintains awareness of overall library functions, projects, and goals

## Secondary

- Participates in professional development and continuing education, as appropriate
- Keeps current on trends and issues in library practices and philosophy
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

## Education Requirements

*The minimum level of formal education required to perform this job is checked.*

- |   |  |
|---|--|
| <input type="checkbox"/> Some high school           | <input type="checkbox"/> Bachelor's Degree               |
| <input type="checkbox"/> High school diploma or GED | <input checked="" type="checkbox"/> Master's Degree/MLIS |
| <input type="checkbox"/> Associate's Degree         | <input type="checkbox"/> Other:                          |

## Training, Skills, Knowledge, and/or Experience

### Required

- Minimum of two (2) years of successful library experience
- Ability to effectively provide reference assistance and instruction services
- Working knowledge of modern library policies and procedures, methods, practices, and materials
- Excellent written and verbal communication skills
- Excellent technology skills to include: Microsoft Windows and Office applications, Google Suite applications, the internet and social media services, eReaders, and tablets
- Ability to adapt to evolving technology
- Ability to exercise initiative in problem-solving and referring questionable situations to the supervisor
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Ability to plan, organize, and prioritize work assignments
- Ability to work independently or as part of a team
- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

### Preferred

- Successful employment experience in a public library

## Physical Requirements

|   | <b>Constantly</b><br>( $\frac{2}{3}$ or more of the time) | <b>Frequently</b><br>( $\frac{1}{3}$ - $\frac{2}{3}$ of the time) | <b>Occasionally</b><br>( $\frac{1}{3}$ or less of the time) |
|---|---|---|---|
| Sitting   | <input checked="" type="checkbox"/>                       | <input type="checkbox"/>  | <input type="checkbox"/>                                    |
| Standing  | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>                               | <input type="checkbox"/>                                    |
| Walking   | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>                               | <input type="checkbox"/>                                    |
| Bending/stretching  | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>                               | <input type="checkbox"/>                                    |
| Stooping/kneeling   | <input type="checkbox"/>                                  | <input type="checkbox"/>  | <input checked="" type="checkbox"/>                         |
| Pushing/pulling   | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>                               | <input type="checkbox"/>                                    |
| Reaching overhead (up to 75" high)  | <input type="checkbox"/>                                  | <input type="checkbox"/>  | <input checked="" type="checkbox"/>                         |
| Lifting/carrying/moving (up to 50 pounds)   | <input type="checkbox"/>                                  | <input type="checkbox"/>  | <input checked="" type="checkbox"/>                         |
| Reading/analyzing/interpreting data   | <input type="checkbox"/>                                  | <input checked="" type="checkbox"/>                               | <input type="checkbox"/>                                    |
| Viewing/working at a computer   | <input checked="" type="checkbox"/>                       | <input type="checkbox"/>  | <input type="checkbox"/>                                    |
| Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions | <input type="checkbox"/>                                  | <input type="checkbox"/>  | <input checked="" type="checkbox"/>                         |

## Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

## Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.



# Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.



Employee Signature

Date

