

## Oshkosh Public Library Position Description

**Position:** Digital Services Librarian  
**Classification:** Librarian  
**Department:** Information Services Department  
**Date:** 2023

### GENERAL PURPOSE

This position provides services to meet the information needs of adults, students, and teachers. The professional librarian is expected to have a wider and deeper command of the range of resources available to address those needs than would a para-professional library assistant. Librarians have knowledge, skills and qualifications that allow them to meet specialized information needs in such areas as genealogy, local history, digital technology, readers’ advisory or other subjects. Professional librarians may also be called upon to fulfill planning, supervisory, administrative, or other non-routine duties as assigned.

**Supervision:** Head of Information Services

**Salary Matrix Level:** F

### ESSENTIAL DUTIES AND RESPONSIBILITIES

<b>Reference service and library use assistance.</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Answer questions submitted by patrons of all ages in person, by email, chat, or telephone.	Patrons receive current and correct information to answer their questions.  Patrons receive information quickly (immediately or while they wait, if possible). Patrons will receive delivery of information by the method that best meets their needs. Among the options for delivery are emailing, phoning or setting aside physical documents at the Reference Desk.
<b>Digital Technology Services.</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Lead the library’s efforts in the areas of technology and digital services, supporting both staff and public needs.	The library will be a hub for access to technology and digital literacy.

	Library staff will have the necessary skills and access to technology to be successful in their roles and to meet the needs of the community.
<p>This librarian is expected to acquire a high level of knowledge in using the digital hardware and software offered by the library and in the personal devices that people use to access the library's electronic resources.</p> <p>This librarian is also expected to acquire sufficient knowledge of other technology and equipment used by staff and patrons to provide initial support. The goal is for this librarian to be able to conduct basic troubleshooting and resolution of simple problems before referring problems to more expert technical support services offered through the Winnefox Library System and vendors.</p> <p>This librarian trains other department staff; plans and presents programs; and recommends acquisition and de-selection of materials on digital technology for the adult non-fiction collection.</p>	<p>Patrons will find library hardware and software that is in good working order when they wish to use them;</p> <p>Patrons with intermediate or advanced technology questions and staff working on such questions will receive knowledgeable, prompt, and patient assistance from the Digital Services Reference Librarian.</p> <p>All staff of the Information Services Department will be kept informed of changes to the library's digital resources offerings: including changes to policies, procedures, terms of use, best practices, etc.</p> <p>Staff of the Information Services Department will receive training in basic hardware, software and equipment use and troubleshooting.</p> <p>Digital technology programs will be planned and presented as appropriate within the scope of the adult programming schedule and the library strategic plan.</p> <p>Circulating adult non-fiction materials in areas of computers, the internet, and digital technology will be continually evaluated; recommendations for materials acquisitions will be submitted regularly to selection librarian and de-selection decisions will be made as appropriate according to established policy and guidelines.</p>
Provide instructions for patrons who want to search the library catalog at the library or online from home.	Patrons will receive knowledgeable, patient and helpful assistance and instruction in using library's online library catalog.
Provide assistance to patrons in using library-provided equipment, including photocopier, fax machine and microfilm reader/printer machines.	<p>Customers will be able to use library equipment confidently and independently.</p> <p>Staff will promptly report problems with library-provided hardware, software or other equipment so that troubleshooting and/or repair may be initiated quickly.</p>
<b>Readers' Advisory Services</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>

<p>Provide suggestions to patrons who are seeking reading materials they will enjoy in person, by email or telephone.</p> <p>When appropriate, show patrons the “For Readers” web site section to introduce them to online tools for discovering and gaining access to books they may enjoy.</p>	<p>Patrons will receive knowledgeable guidance to help them find reading material in all available formats.</p> <p>Patrons will be introduced to online tools for discovering and gaining access to enjoyable reading materials.</p>
<p>Offer interlibrary loan service when items are not available in any Winnefox Library System library.</p> <p>When appropriate, politely and clearly explain the parameters and limitations of interlibrary loan service, including reasons that certain types of materials (e.g. new or rare books) are rarely loaned by other libraries.</p>	<p>Interlibrary loan requests are promptly submitted to Winnefox Library System staff.</p> <p>Patrons are notified promptly when their requested interlibrary loan item has arrived.</p>
<p>Suggest completing a request for purchase form to request new books.</p>	<p>Online purchase request form is filled in with all necessary information (title, author, date, etc.) required for ordering.</p>
<p>Staff highlight titles or authors by creating interesting displays and posters so patrons can easily find popular or interesting titles.</p>	<p>Frequently-changed subject or author displays attract patrons who find new titles or authors to enjoy at the library.</p>
<p><b>Provide genealogy and local history reference service.</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>
<p>Answer questions about genealogical research, including methods and resources.</p> <p>Answer questions about the history of Oshkosh and Winnebago County.</p>	<p>Patrons will receive accurate information and/or patient and knowledgeable instruction to further their genealogical or local historical research.</p> <p>Patrons will receive instruction in using the variety of library resources available for conducting genealogical or local historical research (including reference and circulating books; microfilm/microfilm viewing equipment; and, electronic databases/library computers).</p>
<p><b>Adult programs and community engagement</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>
<p>Develop dynamic programming for adults that educates, inspires and builds community. Decisions about program offerings will be guided by community interests and trends in areas such as reading, arts and culture, wellness, technology,</p>	<p>Develop ideas for public programs and submit detailed program proposals according to forms, guidelines and deadlines established by the Program Team Leaders; provide any additional information required to assist in their proposal decision. Engage with OPL’s marketing professionals; discuss, refine, and finalize all program elements. Work with Program</p>

<p>media, civic activities, hobbies, current events and personal growth.</p> <p>Programs will offer opportunities for creative expression and social connections when appropriate.</p>	<p>Team Leaders to evaluate the program, and to communicate findings as appropriate. Assist other Program Providers to develop ideas into program proposals by listening, offering observations, and by asking questions that keep the interests of the patron foremost.</p>
<p>Plan, provide and host programs that further the library strategic vision and goals.</p>	<p>Attendees gain new knowledge and/or skills.</p>
<p>Provide presentations to agencies, groups or events inside the library and at outside venues, including schools, the Seniors Center, elder care facilities.</p>	<p>Attendees will gain a higher awareness and understanding of the library's services, collections, and programs.</p>
<p><b>General departmental and library operations</b></p>	
<p><b>Duty/Responsibility</b></p>	<p><b>Performance Standard</b></p>
<p>Provide staff leadership when manager is on vacation, ill, etc. Serve as a contact for patron inquiries, incidents, and questions from other library departments and staff which cannot wait until the department manager returns.</p>	<p>Time-sensitive inquiries and situations are handled in a timely, knowledgeable and professional manner.</p>
<p>Provide staff leadership during an accident, incident, customer confrontation or building emergency.</p>	<p>Library employees know to whom to look for direction and leadership in a crisis.</p> <p>Management involvement is sought as and when the situation permits.</p>
<p>Assist with building security, including: disabling and enabling alarms, lost children, contacting public safety services such as police and fire, following proper procedures for handling biohazardous waste and blood borne pathogens, assist with keeping entrances free of snow and ice.</p>	<p>Prompt and appropriate actions are taken to ensure health and public safety.</p>
<p>Enforce library policies, procedures and rules. Complete necessary reports in the case of accident, injury, theft of library property, disturbances, or inappropriate use of library equipment.</p>	<p>Prompt and appropriate actions are taken in response to any accident or incident.</p> <p>Reports are filed as soon after the conclusion of an accident or incident as is possible.</p>

Participate in the library's notary service at the Reference Desk.	Staff will provide quality notary service to the public. The library will pay associated fees for staff to become and maintain notary public status.
Assist students, parents or teachers to find relevant information for school assignments.	Staff will identify and recommend books, databases and magazines suitable for students. Staff will guide students to materials on second floor. Staff may refer students to materials or additional staff assistance in the Children's and Teen collections.
Conduct library tours and instruct groups and individuals on the use of the library.	Visiting groups and individuals will have a basic understanding of the library's layout and organization of materials and collections.
When called upon to do so, briefly explain how library collection development works, including how materials are selected and weeded.	Patrons are informed of the library's collection development processes and standards.
<b>Professional Development</b>	
<b>Duty/Responsibility</b>	<b>Performance Standard</b>
Participate in continuing education activities to keep knowledge of adult services and library trends current.	Personal and professional development goals are set in the annual performance review with the director, and progress is tracked in meeting throughout the year.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Extensive knowledge of library technology.

Knowledge of adult fiction, nonfiction, and readers' advisory best practices.

Commitment to helping adults and families become lifelong learners.

Knowledge of popular topics such as hobbies, recreation, travel, etc.

Knowledge of local history resources and local authors.

Knowledge of current practices and trends in librarianship.

Knowledge of online public access catalogs (OPACs).

Excellent verbal and written communication skills, including public speaking.

Ability to prioritize tasks during fluctuating workflow.

Ability to be flexible about learning and teaching new ways to do things, including technology.

Proficiency with computer applications including: word processing, spreadsheets, presentation programs, email, internet navigation, content management software for websites and internal blogs, online library catalogs, and other digital resources.

Knowledge of a variety of technologies or equipment used in libraries, such as photocopiers and fax machines

## **REQUIRED EDUCATION AND/OR EXPERIENCE**

Master's degree in library science from an ALA accredited library school.

Experience working as a librarian in a library or other information-based agency.

## **TOOLS AND EQUIPMENT USED**

Personal computers, printers, photocopy machines, telephone, LED projectors, other computer-related equipment and microfilm reader-printers.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand for up to eight hours; talk and hear; use hands to dial, handle, or feel, objects or controls; and reach with hands or arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to push carts and lift boxes weighing up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as monitoring a booth at a community event or presenting an outreach program.

Minimal travel may be required for performing outreach programs, site visits, and professional development activities.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirement of the job change.