

Nevins Library Job Description

Job Title

Librarian II – Literacy Program Coordinator

Position Overview

A Librarian II is an information specialist with a Master's degree in Library Science or related field and/or other education, experience or skills who is responsible for the planning, execution, and evaluation of a specific program, initiative or other focus of library services (ie. Literacy program, community engagement initiative, or library communications and publicity, etc). This position has some supervisory responsibility for the building, staff and patron safety. The position works a non-regular schedule, including some evening and weekend hours, as necessary. This position reports to the Assistant Director.

Desirable Characteristics

- Understands and respects people of all ages, cultures, abilities, and backgrounds
- Prioritizes tasks and maintain composure in a busy environment
- Communicates effectively, both written and verbal
- Flexible, strong work ethic and customer service skills
- Works independently, and in a team environment
- Learns new skills, and adopts new technologies and practices as related to the position
- Demonstrates discretion and confidentiality of sensitive information such as Library financial data, Payroll, staff accommodations, leave of absences and conflicts
- Strong interpersonal skills and professionalism; Mature and positive attitude.

General Duties

- Responsible for conveying and carrying out our Library's Mission and Vision Statements, Objectives, Customer Service Goals, Library Policies and privacy protections for staff and patrons
- Perform the routine procedures needed to open and close the department
- Greet patrons in a friendly, inviting manner in the building, and when representing the library at public events
- Provide excellent customer service to patrons
- Proactively monitor activity on the floor for safety, possible issues, or opportunities for improvement
- Willing to cross-train in other departments as temporary coverage
- Be familiar with the use of library technology as found in assigned department, as well as Library's website and online resources
- Attend staff and department meetings
- Participate on internal committee meetings as assigned by the Department Supervisor, Assistant Director or Library Director

- Attend training to develop and enhance skills used when serving patrons and other responsibilities
- Perform other duties or provide coverage as designated by Department Supervisor, Assistant Director or Library Director (see attached)

Specific Duties

- Possess the initiative and independent thought required to pursue and execute projects and programs as related to new or improving library services to meet ever-changing community needs
- Plan and execute work and projects as befitting the specialized program, initiative or focused library service for which the position is responsible.
- Evaluate the current work and services of the program, initiative or focused library service for effectiveness, with an eye for constant improvement
- Communicate with other library staff, stakeholders, and the public to identify additional needs or services for the community that can or should be addressed by the library, or with library partners
- Responsible for supervisory responsibilities as substitute or interim building supervisor
- Work responsibly within any budget requirements or restraints as they pertain to the program, initiative or focused library service
- Responsible for accurate time sheet reporting and time off benefit recording for self, and facilitates coverage as needed for anticipated absences
- May have regular duties at a public service desk, or be asked to cover a public service desk in a temporary circumstance
- May be asked to perform research for the library as appropriate to responsibilities, ie: purchasing recommendations, new opportunities to enhance services, etc.
- Attend consortium meetings as appropriate

Equipment/Technical Skills

- General knowledge and ability to operate office equipment such as photocopiers/printers and telephone system.
- General knowledge and ability to operate computers, including the ability to navigate general computer software (Microsoft Office, Google Docs) and the internet.
- Knowledge of or familiarity with navigating library catalogs online, library ILS and/or computer reservation systems valuable.

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 position's essential functions.

- **Manual Dexterity:** Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include keyboard input, turning book pages, passing out paper library materials, and retrieving library materials for patrons.

- **Visual/Auditory:** Vision requirements include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee must have the auditory ability to listen and comprehend.
- **Language Skills:** Language requirements include the ability to read and interpret documents, such as library and patron correspondence, and the ability to speak and communicate effectively with small and large groups of patrons or employees.
- **Physical Activity:** The work requires some agility and physical strength (such as lifting library books) and may require lifting up to 40 lbs., and pushing and pulling heavy objects (such as library book carts up to 200 lbs.). The employee may be required to remain in a stationary position (sitting or standing) for long periods of time. Move to lead the audience during high-energy library programs, and follow the flow of patrons during library programs. Positions self to retrieve library materials on high and low library shelves (may include – stooping, bending, kneeling, crawling, jumping).

NOTE: This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs to the employer and requirements of the job change.

The Nevins Library is an equal opportunity employer, committed to creating a diverse and inclusive company culture, and our team does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law.



Literacy Program Coordinator Additional Duties

- This position is the Nevins Library Liaison to the Literacy Volunteers of Massachusetts (LVM), and is thereby responsible for the timely and accurate reporting of statistics, testing students as required, staying current with certifications, as well as to attend and participate in LVM meetings and conferences. This position also must follow the practices and procedures as set forth by LVM and will include regular communication with the LVM Director.
- This position is a LVM certified Tutor Trainer, and follows all LVM guidelines related to tutor training.
- This position is certified and remains current in required Student Testing protocols, as required by LVM.
- This position is responsible for all aspects of the English Language Literacy Program. This includes, but is not limited to, recruiting and training new tutors and other volunteers, supporting existing tutors and other volunteers with space, materials, retention, and continued learning opportunities, scheduling programs and events for tutors and students, recruiting and evaluating needs of new students, matching tutors and students, supporting students through their program, evaluating students' progress. This position also leads English Conversation Groups as needed, and teaches reading and writing classes for students as required by student needs.
- This position is responsible for all aspects of grant management as related to the English Language Literacy program: applying for grants, executing grants efficiently and responsibly, maintaining all required documentation including budgets, and reporting as required by the grantor.
- This position works with the Head of Reference to develop and facilitate a Digital Literacy strategy which could include, but is not limited to, individual classes, individual help for patrons, or a series of classes designed to advance digital literacy in the community. Related responsibilities could include, but is not limited to, curriculum development, grant work such as with the English Language Learning program, coordinating space and instructors for these endeavors.
- This position requires strong communication skills and is expected to respond to calls, emails, and requests timely as well as communicate outward to tutors, volunteers, students, Library Staff and Administration accurately, effectively, and on a regular basis.
- This position is encouraged to strengthen existing community partnerships and seek new partnerships as befitting the programs they are overseeing.
- This position represents Nevins Library and the Literacy Program at conferences and meetings.
- This position is required to keep accurate statistics of volunteers and volunteer hours for state reporting as well as student testing.
- This position reports to the Assistant Director.