



LIBRARIAN IV

CHARACTERISTICS OF WORK:

This is professional library work with responsibility for applying professional library and management techniques to provide services and to direct and manage a service department - such as reference, documents, or technical service areas. Supervises staff of department. The incumbent has frequent contact with the public and with public officials. The incumbent has responsibility for promoting and expanding services. The incumbent provides training and consultation services in area of specialty. The incumbent also maintains awareness of and recommends implementation of new technologies and resources to meet customer needs. The incumbent provides consulting services in the area of specialty.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Master's Degree from an American Library Association (ALA) accredited four-year college or university in library science;

AND

Experience:

Three (3) years of experience as a librarian.

Required Document:

Possession of a valid Mississippi Driver's License or a Driver's License from a contiguous state may be required by the hiring agency.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed at a given point.

Depth Perception: Three dimensional vision, ability to judge distances and spatial relationships.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or bend. The incumbent is frequently required to sit.

Special Requirement:

Incumbent must have the ability to climb a step stool and rolling ladder and move a book truck.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts; copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Models appropriate behavior. Recognizes and develops potential in others; mentors.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information. Abides by standards and governmental and professional guidelines.

Service Management: Develops and manages effective services that meet user needs and support the agency's mission.

Manages program and services of specific department such as reference services, specialized circulation services, cataloging and acquisitions, government documents, etc. Applies specialized professional knowledge and experience to the coordination of functions within the service to insure consistency. Develops services to reflect changes in technology and available resources within agency mission and goal. Assists in developing annual budget for service. Researches information needs requiring professional level searching skills and knowledge of resources beyond the skills of a beginning professional librarian. Provides training to customers in use of specific databases and services. Compiles routine and special reports summarizing achievement of department objectives. Manages web page information for department. Selects materials that have long term impact on collections maintained by a state agency.

Library Technology: Applies professional library procedures and practices to effectively perform duties of the job.

Uses specialized software programs. Downloads digital books. Researches and borrows materials using automated library database and the Internet. Designs, maintains, and updates web pages. Utilizes presentation software such as Powerpoint, gives presentations, displays, and conducts workshops. Develops strategies using new technology to enhance decision-making. Ensures technology is incorporated appropriately in service delivery, information sharing, organizational communication, and public access. Implements technological change and understands its impact on the organization. Understands basic technological principles, theories, and systems. Stays abreast of latest innovations and ensures staff is also informed and educated. Applies specialized library classification systems, AACR2, cataloging rules, and MARC tagging to research and data input.

Customer Relations: Possesses the ability and willingness to interact and communicate effectively with patrons.

Understands the mission of the organization and applies this understanding while assisting customers. Works well with others while locating materials and information. Assists customers with locating materials in collections and files of the agency. Assists others in operating equipment. Provides orientation and assists patrons in the use of services and collections. Creates an environment of mutual respect and trust. Presents a positive image of the agency and agency services.

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public. Asks appropriate questions to gain information needed to assist the public or provide information to the public. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc.

Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Presents workshops of lengthy nature to the public. Maintains confidentiality.

Library Advocacy: Communicates the importance of library services to the public.

Communicates the value of library and information services to decision makers. Promotes literacy. Promotes services provided by the Library Commission. Participates actively in professional organizations and library networks which promote libraries and librarianship. Acts as agency liaison while representing the Library Commission in various aspects and venues. Coordinates promotional plans and activities of specialty with division director and other agency personnel. Initiates contact with the public, citizen groups, governmental officials, and library personnel to promote and explain services. Develops bibliographies, brochures, service announcements, and exhibits. Represents agency at meetings.

Human Resource Leadership: Has a broad understanding of employment law and State and agency personnel policies; promotes the development of staff by providing the direction, support, and feedback needed to enable others to reach their full potential and meet organizational needs.

Assesses current and future staffing needs based on organizational goals and budget realities; hires highly qualified people, giving appropriate consideration to the agency's diversity needs. Establishes and communicates goals and standards through a dialogue that ensures understanding and commitment. Provides feedback and coaching. Confronts substandard performance as required. Evaluates performance against pre-established expectations. Facilitates the development of employees for successful job performance and career development. Provides a harassment-free and supportive environment for all employees. Assures a safe work environment; returns injured workers to modified duty assignments as soon as possible. Holds supervisors accountable for supervising staff in accordance with those laws and policies. Demonstrates cross cultural sensitivity and manages diversity issues with staff.

Budgeting and Forecasting: Understands state government spending and purchasing regulations; develops recommendations and justification for budget enhancements or modifications.

Identifies resources required to reach a result. Strives to accomplish the desired result cost effectively. May monitor the budget for program area, using cost-benefit thinking to set priorities and accomplish results. Takes necessary steps to maximize the utilization of financial and other agency resources in alignment with agency objectives and plans. Acts as a trustee of agency resources, ensuring legal compliance and cost-effectiveness.

Political Awareness: Identifies the internal and external politics that impact the work of the organization.

Approaches each situation with a clear perception of organizational and political reality and recognizes the impact of alternative courses of action. Understands the forces that shape views and actions of internal and external stakeholders. Has the ability to take multiple perspectives and describe the position of each interest involved. Understands informal structure and power centers of internal and external organizations. Balances the differing perspectives when making decisions.

Project Planning: Devises and maintains a workable scheme to accomplish the need that the project was undertaken to address.

Develops written plans for all significant undertakings. Documents and distributes the project plan. Updates and revises the project plans as needed. Insists on clear, complete statements of both product

and project scope. Analyzes project cost and estimates how long it will really take. Uses available planning tools effectively. Gets the team actively involved in the planning effort.

Public Speaking: Effectively conveys information in a group setting.

Presents workshops of four hours or one hour duration, with emphasis on technology resources.

MANAGEMENT COMPETENCIES:

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization.

Has the ability to work through adversity and hold self and others accountable for work actions. Takes risk appropriate to ones level of responsibility. Acts as a settling influence in a crisis. Exhibits the ability to work through challenges and create opportunities.

Macro Oriented: Exercises good judgment, makes sound, well-informed decisions.

Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Understands effects of decisions on the organization and on other organizations. Acts as a change agent by initiating and supporting change within the agency.

Working Through Others: Supports, motivates, and is an advocate for staff.

Creates effective teams; shows a willingness to get work done through others. Clearly and comfortably delegates work, trusting and empowering others to perform. Reinforces and rewards team efforts and positive behaviors.

Is fair, yet firm with others. Monitors workloads and provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals, sets and meets deadlines.

Identifies, analyzes, and solves problems. Develops standards of performance and knows what and how to measure.

Resource Management: Acquires, effectively and efficiently administers, and allocates human, financial, material, and information resources.

Demonstrates ability to plan, prioritize, and organize.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Directs and manages a service department such as reference or technical service areas.
2. Supervises staff of department.
3. Maintains frequent contact with the public and with public officials.
4. Responsible for promoting and expanding services.

5. Provides training and consultation services in area of specialty.
6. Maintains awareness of and recommends implementation of new technologies and resources to meet customer needs.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Manages program and services of specific department such as reference services, specialized circulation services, cataloging and acquisitions; government documents, etc.

Applies specialized professional knowledge and experience to the coordination of functions within the service to insure consistency.

Develops service to reflect changes in technology and available resources within agency mission and goal. Assists in developing annual budget for service.

Researches information needs requiring professional level searching skills and knowledge of resources beyond the skills of a beginning professional librarian.

Provides training to customers in use of specific databases and services.

Compiles routine and special reports summarizing achievement of department objectives.

Manages web page information for department.

Directs and supervises professional and paraprofessional staff.

Provides professional level contact with the public to accept requests for information, to interact with customers to clearly define needs and determine satisfaction with service.

Contacts librarians and staff in other libraries both in and out of state.

Promotes services to current and potential customers through personal contact and correspondence.

Develops bibliographies, brochures, and service announcements.

Develops training materials and presents workshops of four or more hours duration, with emphasis on technology resources.

Provides advice, when asked, to other libraries and agency personnel on matters relating to area of specialty.

Maintains currency of knowledge through reading of professional literature, learns new databases through review of online helps, literature, experimentation, and workshop attendance.

Develops and maintains professional contacts.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.