

MERIDIAN LIBRARY DISTRICT

Business Liaison Librarian



Position Summary

The Business Liaison Librarian performs professional librarian duties providing customer service, program development, training, outreach and direction to library patrons, staff members, and volunteers with a specific emphasis on businesses and entrepreneurs. This position uses advanced knowledge of business resources and technology to provide exceptional service to the community and staff. Works to support local businesses, workforce development and entrepreneurship in line with the Library's strategic priorities. Works independently and as part of a team under general supervision.

The majority of work hours are spent providing embedded library services, research help, developing and leading initiatives, and developing programs.

Duties and Responsibilities

Essential

Liaison

Provides services to a variety of businesses and patrons from diverse backgrounds utilizing a variety of print and digital tools. Establishes and maintains community partnerships. Provides embedded services and assesses the information needs of the business community. Maintains an advanced knowledge of library resources and practices and an awareness of current business trends and technologies through regular review of professional literature and participation in continuing education opportunities such as conferences, seminars and workshops.

Programming and Project Management

Develops and implements new and innovative programs designed to generate learning outcomes and create interest and enjoyments for the community. Determines program content. Negotiates contracts with presenters. Prepares and presents programs of interest and need to the community. Provides instruction in both formal and informal environments. Works with community agencies to bring educational programs to the public. Evaluates and records program

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statistics. Coordinates advertising and marketing of library programs. Identifies grants to provide monetary and in-kind donations to support library programs and initiatives. Spearheads library initiatives including planning, development and project management. Creates project management plans and timelines.

Customer Service

Provides excellent customer service. Drawing upon advanced knowledge of library resources and practices, provides circulation, informational and reference assistance to a variety of patrons from diverse backgrounds, including but not limited to, reference and research help, information literacy, reader's advisory, homework help, and advanced technology assistance. Facilitates access to the library collection and resources through a variety of formats. Makes customer focused decisions based on library policies and procedures. Resolves patron issues in a positive, friendly manner. Performs reference interviews and advises patrons about library materials, resources, and technology equipment.

Research and Reports

Assists patrons with research, conducting peer studies and market research. Compiles statistics and prepares professional reports for management and/or board review. Maintains an advanced knowledge of library resources and practices and an awareness of current trends and technologies through regular review of professional literature and participation in continuing education opportunities such as seminars and workshops.

Planning and Communication

Leads and participates in system-wide and in-house committees to research, recommend, develop and implement department policies and procedures related to intellectual freedom, customer access to information, user experience, collection development, work processes and to address issues affecting the library currently and in the future.

Operations

Assists manager with managerial duties including resolving customer disputes, scheduling, and acting as person in charge in the supervisor's absence. Leads and develops staff trainings. Performs some circulation duties including issuing library cards, checking materials in and out, reserving books, collecting fees, and answering the phone. Promotes library collections, services, and programs. May perform duties required of daily library operations, including opening and closing procedures. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere.

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Marginal

Is professionally active; identifies and participates in professional development opportunities. Reads widely to keep in touch with library trends, developments, and new technology and contributes ideas and suggestions to colleagues and library staff members.

May direct the work of volunteers. Assumes supervisory responsibilities when assigned.

To demonstrate our commitment to a culture of inclusivity, collaboration, and professional development, staff participates in committee groups as assigned by the District.

Performs other duties as assigned.

Minimum Qualifications

Knowledge, Skills, and Abilities:

Understands the role of technology in providing library services and is technically savvy. Exhibits proficiency in a number of operating systems and applications such as Microsoft Office Suite (Excel, Word, PowerPoint) and Google Suite. Demonstrates the ability to learn and adapt to new software and equipment technologies. This position requires a knowledge and a strong aptitude and ability to learn and adapt to various hardware and software including audio visual equipment, personal computers, tablets, smart phones, maker tools, various operating systems and gaming equipment.

Proficient in the principles of project management. Able to oversee multiple large-scale projects and effectively manage time. Ability to foster and sustain partnerships. Ability to establish, measure, and evaluate program outcomes. Proficient in creating and administering surveys and other evaluation tools. Must be able to work alone at a location and be able to juggle multiple priorities and patron needs.

Advanced understanding of public libraries and library services as well as knowledge of modern trends and best practices. The job requires persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts.

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Provides exemplary customer service and maintains a favorable public image of the library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, seniors, families, volunteers, and coworkers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

Experience: 3-5 years of experience in library, event-planning, education, retail or customer-service related position or similar experience.

Education: Master's in Library Science or Masters' in Library Information Science from an American Library Association (ALA) accredited institution or equivalent experience.

Training, Licenses, or Certifications: Valid Idaho driver's license in good standing.

Supervisory Responsibility: May direct the work of volunteers. Assumes supervisory responsibilities when assigned.

Preferred Qualifications

Bilingual, preferably Spanish-English, Russian-English or other languages. Event planning, teaching and public-speaking experience. Desired personal attributes include an awareness of the entire community, sense of humor, a passion for engaging patrons from all backgrounds and all ages, and a positive and enthusiastic approach to providing library services. A continuous desire to update technology skills and proficiency in both Windows and Mac operating systems. Knowledge and experience with music, video, and audio editing software. Knowledge of basic prototyping tools (3D printing, CNC, laser cutting/engraving, etc.).

Working Conditions

Physical Requirements: The job requires the employee to constantly stand, twist/turn, maintain flexibility, hear, listen, see, and speak clearly; frequently stoop/bend and walk; perform manual dexterity movements; seldom sit, kneel, crawl, and balance. The job also requires the employee to frequently lift and carry 10-25 lbs; occasionally lift and carry 50 or more pounds while twisting and turning; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.; push and pull objects weighing 50 lbs.

Mental Requirements: The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math.

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Technology, Equipment, and Devices: The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, and social media. The position requires the employee to operate and occasionally troubleshoot general office equipment as well as various equipment including new consumer technology, and advanced computer software. This position may drive a library vehicle.

Work Environment: The job requires the employee to be subjected to repetition, working with community partners, working alone, working away from the library, working around others, verbal contact with others, face-to-face contact, noise, inside and outside environments, mechanical equipment, and moving parts.

Expected Hours of Work: The job requires the employee to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management.

Expected Travel: The job requires some travel for training and conference activities and attendance at community and business events.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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