

County of Henrico Job Classification

Librarian IV



General Summary of Classification:

Provides front-line customer support, information services, and outreach services for three assigned customer service areas (e.g., children, teens/digital media, adults) to promote reading and lifelong learning; assists with collection management; plans, schedules, develops, and facilitates programming for three assigned service areas at locations Countywide; performs related work as required.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Proficiently performs applicable TDRs assigned to Librarian I, II, and III as assigned.
- Provides front-line customer support and information services at three identified service areas (e.g., children, teens/digital media, adults).
- Delivers electronic reference and online information services for the three identified service areas.
- Provides one-on-one support and readers' advisory with sound working knowledge of materials in all formats and current publishing trends.
- Assists with training, coaching, mentoring, and directing the activities of professional and paraprofessional staff, including temporary staff, interns, and volunteers as assigned.
- Develops and facilitates new, pilot, and experimental programming for the three identified service areas, responsible for programming from concept through implementation.
- Evaluates implemented programming, makes recommendations, communicates results to the supervisor and Library staff, and implements approved changes.
- Identifies, develops, and coordinates outreach activities, including tours of the Library, promotion of programs to target audiences, participation in community events, facilitation of for-credit programming, and other onsite and community-based outreach.
- Assists with collection management by providing patrons' feedback to the Collection Management Division and selecting/deselecting materials for the three identified service areas.
- Performs other support tasks for service areas such as creating displays and documents, entering data into the Library Statistics Database, and assisting patrons with interlibrary loan requests.
- Proactively identifies operational problems, makes recommendations, reports issues and recommendations to the supervisor, and implements approved changes.
- Mentors Librarians and paraprofessional Library staff; serves on committees and special projects as assigned.
- Independently resolves routine and more complex patron issues within prescribed guidelines with minimal oversight.
- Performs various building responsibilities (including open/close duties) in the absence of supervisor; may serve as person-in-charge of a service area or building as needed.

- Attends scheduled meetings and required training; maintains required certifications; actively participates in County-sponsored leadership programs and/or “The Business of Henrico” or other leadership classes.
- Maintains broad knowledge of information sources and resources for designated service areas; performs other duties as assigned.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Thorough working knowledge of Library policies and procedures across three public service areas; sound working knowledge of programming, resources, and best practices for designated service areas; strong readers’ advisory skills and familiarity with materials in all formats and publishing trends; awareness of County departments/resources and the demographics, special needs, and interests of the populations served; ability to interpret and apply Library and County regulations and policies with political astuteness and sound judgment.
- **Technical:** Proficiency with the integrated library system (ILS) and patron-facing interfaces; proficiency with collection management software, scheduling systems, and statistics reporting tools; strong public computing support skills; excellent attention to detail, organization, and data accuracy, including sound math skills to reconcile patron accounts.
- **Interpersonal, Communication and Customer Service:** Excellent oral and written communication; ability to develop training/instructional materials and deliver clear presentations; ability to communicate technical concepts in lay terms to diverse audiences; strong customer service skills with patience, tact, and courtesy; ability to establish and maintain effective working relationships with staff, volunteers, vendors, stakeholders, and the public; ability to positively represent the Library and County.
- **Decision-making and Authority:** Independently resolves sensitive and complex inquiries within guidelines; researches, collects, and maintains data to support recommendations; refers unusual situations to higher-level Librarians or supervisor as appropriate; makes routine decisions within established policies.
- **Leadership:** Basic supervisory skills with the ability to manage workloads and projects, mentor others, foster engagement and high morale, and lead or partner effectively in teams; personal accountability and teamwork.
- **Environment:** Works in a fast-paced public service environment subject to interruptions; may be assigned to various locations within the County; flexible scheduling may be required to meet service needs.
- **Physical:** Physical condition that permits activities inherent to assigned duties, including lifting, bending, stooping, pushing, reaching, and carrying heavy materials and loaded carts/bins; sufficient visual and hearing acuity to perform assigned tasks.

Minimum Education and Experience:

- **Education:** Master of Library Science degree.
- **Experience:** Two (2) years of relevant experience at Librarian III level.

- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.
- May require a valid driver's license to perform assigned duties at various locations within the County.
- Librarian certificate from the Virginia Board for the Certification of Librarians.

Job Code: G.B.E.0010

Date of Last Revision: 10-Mar-2026

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.