

**Outreach and Education Librarian
Alameda County Law Library- Oakland, CA
Full-Time, Exempt**

The Alameda County Law Library is currently recruiting for an Outreach and Education Librarian.

Position Summary: The primary responsibilities of this position fall into several main categories: reference service; education and training; and outreach, partnerships and marketing. This position reports to the Library Director. This position may involve some evening or Saturday hours.

Primary Responsibilities:

I. Reference Service

The Outreach and Education librarian will work daily shifts at a busy Reference Desk, helping the public and attorneys use library resources to find legal information. This position requires a strong customer service orientation to assist patrons of various backgrounds, languages, and education levels in a friendly, professional and approachable manner.

- Provide reference assistance and instruction to Law Library patrons- in person, over the phone, and via email.
- Conduct reference interviews to identify appropriate print and electronic resources to meet patron information needs.
- Assist library patrons in the use of electronic resources, including Westlaw, Lexis, OnLaw, HeinOnline, CCH IntelliConnect, Nolo EBSCO, the library catalog, the library website, and authoritative legal and government websites.
- Make targeted referrals to local legal aid organizations, lawyer referral services, bar associations, legal clinics, Lawyers in the Library, court self-help centers, government agencies, and other community non-profits, as appropriate.
- Interpret, explain and administer law library rules, policies, and procedures.
- Maintain a professional and positive customer service attitude when providing reference service and interacting with patrons.
- Assist lawyers and non-lawyers equally in accessing the law.
- Solicit and convey to management patron suggestions for improving library services.
- Cooperate, communicate and work with other library staff to facilitate the best possible service for patrons.
- Help develop strategies for providing reference assistance to remotely located patrons using technology.
- All librarians are expected to perform circulation functions, money transactions, and assist patrons with copier, printer and computer usage during Reference Desk shifts.

II. Education & Training

The Outreach and Education Librarian will coordinate MCLE and public education programming at the Law Library, facilitate professional development trainings for Law Library staff, and develop research guides and informational handouts for library patrons.

- Manage logistics related to developing, scheduling, and promoting MCLE programs and public education programs held at the Law Library.
- Recruit speakers from local law schools, law firms, legal aid organizations, the court and elsewhere to present MCLE programs and public education programs at the Law Library.
- Develop and present periodic MCLE programs and public education programs and classes on legal databases, legal research, and library resources.
- Maintain library's MCLE multiple activity provider status and retain program certification records.
- Lead library tours and orientations.
- Develop and update LibGuides, research guides, pathfinders, informational handouts, and video tutorials for patrons.
- Facilitate professional development trainings for librarians.
- Keep up-to-date with the latest developments and trends in legal publishing, legal databases, and web-based legal resources. Educate co-workers on new resources.

III. Outreach, Partnerships & Marketing

The Outreach & Education Librarian will work with the Director on partnership, outreach, marketing and fundraising initiatives to expand, enhance, and promote Law Library services in the community.

- Manage existing public library partnerships and respond to requests for trainings and support.
- Conduct outreach and build relationships with potential community partners, including public libraries, academic libraries, law firms, governmental agencies, area bar associations, legal aid organizations, courts, self-help centers, local non-profits, social service organizations, cultural organizations, and other law libraries. Help develop joint programs, clinics and workshops.
- Help develop, update and distribute print and electronic marketing materials (e.g. brochures, flyers) promoting library programs, resources and fee-based services.
- Help market the library's Membership Program, document delivery service, and meeting rooms to the local legal community and the public.
- Write content for the library website, blog, eNews, and social media platforms.
- Write articles promoting the library for legal and non-legal publications.
- Assist with the planning and execution of special events (e.g. Witkin Symposium, Law Day, Library Open House, tabling events).
- Help grow the Law Library's donor/sponsorship program, and assist with fundraising events and initiatives.
- Seek out grant opportunities to fund new programs, collections, and services.

IV. Other Duties

- Participate in collection development activities. Make recommendations for acquisitions, retention, and weeding.
- Complete Passport Acceptance Agent training and participate in Passport acceptance service.
- Make recommendations on efficient, effective and creative use of library spaces.
- Remain up-to-date with developments in law librarianship, library science, technology, legal publishing, the information industry, legal developments, and resources outside the library by reading legal newspapers and professional journals, participating in continuing education activities and professional associations, and subscribing to listservs.
- Attend professional development programs, trainings, and classes.
- Perform other duties as assigned.

Desired Knowledge, Skills & Abilities:

- Knowledge of operations, services, and activities of a public law library.
- Knowledgeable about the principles and practices of professional library work.
- Thorough knowledge of legal resources (print and electronic), legal terminology, and legal research.
- Professional level aptitude and practical experience using legal databases.
- Knowledge of English usage, spelling, grammar, and punctuation.
- Proficiency with Microsoft Office Suite, Outlook, and social media platforms. WordPress, web design and/or graphic design experience a plus.
- Previous customer service experience or extended experience interacting with the public. Ability to communicate effectively, orally and in writing, to colleagues and patrons of all backgrounds.
- Ability to establish and maintain cooperative relationships with library users, co-workers, supervisors and others.
- Ability to work independently or as part of a team.
- Ability to prioritize tasks and participate in multiple projects, sometimes deadline-driven, in order to complete responsibilities in a timely fashion.
- Ability to be flexible and willing to adapt to different conditions daily.
- Experience developing and/or teaching programs and classes.
- Experience working with an integrated library system, preferably Koha.
- Experience with fundraising, event planning, grant writing, or marketing a plus.
- Ability to lift and move books, materials, and other equipment as necessary, in accordance with all safety procedures.

Environmental Conditions:

Public library and office environment.

Preferred Qualifications:**Education**

Master's in Library Science or Library & Information Science from an ALA accredited program. JD or Paralegal Certificate is desirable.

Experience

At least two years' law library reference experience. Public service experience preferred.

Compensation:

Salary commensurate with qualifications, skills, and experience. Benefits include CalPERS retirement, contribution toward monthly medical premium, dental and voluntary vision insurance plans, paid holidays, sick leave and vacation accrual, optional 457 Deferred Compensation plan, and optional Flexible Spending Account (FSA).

How to Apply:

To apply, please email your resume, cover letter, completed employment application, and contact information for three references to emily.bergfeld@acgov.org.

Application Deadline: Friday, January 17th

Alameda County Law Library is an Equal Opportunity Employer.