

# Job Description

## 1. Job Details:

<b>Position Title:</b>	Library Relations Officer	<b>Center/Division</b>	Qatar National Library
<b>Reports to:</b>	Head, Research and Instruction	<b>Department:</b>	Public Services

## 2. Job Purpose:

The position will be responsible for the provision of successful library orientation tours to members of the community. The position supports the Research and Instruction Unit and the Children's Library by providing administrative and logistic support for small scale events provided by library staff and guests.

## 3. Job Dimensions:

<b>Annual Operating Budget/Project Budget/Sales Revenue:</b>				
<b>Number of Staff Supervised:</b>	<b>0</b>	<b>Direct Reports:</b>	<b>0</b>	<b>Contractor/Others:</b>

## 4. Key Result Areas:

### KEY RESULT AREAS

- Develops, delivers and assesses library orientation tours for adults, students, school groups, etc
- Coordinates the scheduling of library programs and the use of library facilities for library programs
- Coordinates the booking and check-in of library facilities; student work areas, study carrels, auditorium, etc
- Responsible for registration and tickets related to internal library sponsored events
- Meets with end-users to arrange for and demonstrate facilities and equipment
- Provides administrative support for public programs such as ESL / EFL, author visits, book clubs, public lectures, etc
- Coordinates and provides support for the development of displays that highlight and interpret the library's collections and services
- Provides for and edits TV and LCD information displays throughout the library
- Liaises with the Facilities Coordinator for maintenance, cleaning, and physical preparation of rooms and equipment
- Explains and enforces rules and regulations regarding the use of library facilities and equipment
- Assists users with special needs and requests related to library facilities, equipment and programs
- Escalates problems and concerns as they arise in order to ensure event's success
- Liaises with QNL HSSE representative and/or QF HSSE to ensure physical safety of groups and as needed to direct emergency evacuations
- Liaises with Events Coordinator for venue management, caterers, stand designers, contractors and equipment hire
- Responds to administrative and community requests regarding tours and community based programs in the National Library
- Provides information on needs and budgetary requirements as part of the planning processes

- Submits information on programs to the Communications & Marketing unit for publicity and promotion
- Provides statistics and evaluative reports as required
- Participate in outreach programs targeting Qatar based organizations to support the research, learning and recreational reading needs of Qatar
- Covers evening and weekend shifts as required
- Serves on designated committees
- Familiarize, understand and implement QF health, safety, and environment policy, procedures, legal regulations and objectives applicable to areas of responsibility. Ensures coordination with HSE department in implementing, monitoring and reviewing of HSE performance to ensure work under his/her control is performed in a safe, healthy and environmentally sound manner.
- This position includes, but is not limited to, other duties as required and defined by the scope, purpose, and spirit of the institution and are not always indicative of the title and grade of the position.

### **5. Operating Environment, Framework & Boundaries:**

The incumbent will be located in the National Library Library with a requirement to interact with and support both academic and public library users in a multi-cultural environment.

The incumbent must adhere to set program standards as well as QF and National Library policies and procedures.

The incumbent must be able to demonstrate use of facilities and equipment.

The incumbent may be require to provide first aid assistance and recognize and assess emergencies.

### **6. Communications and Working Relationships:**

- Head, Research and Instruction – on work progress, assignment and feedback
- Senior Communications Librarian – for publicity and publications
- Library partners/stakeholders – on integration of information literacy skills, collection needs
- Faculty, students and general public – on user needs.
- QNL HSSE representative and/or QF HSSE for physical safety and emergency situations
- Events Coordinator for events organization

### **7. Problem Solving & Complexity:**

The position requires expertise and practical experience in tours and events management, user education. The incumbent must exercise independent judgment in making recommendations and in evaluating situations; perform work with speed and accuracy; prepare clear, concise, accurate, and informative reports; organize assigned work and develop effective working methods; develop and maintain effective working relationships with coworkers, superiors, the community, public and private organizations, and boards; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public.

### **8. Decision Making Authority & Responsibility:**

The incumbent makes day to day operational decisions regarding the work allocation. Any major decisions are made in consultation with supervisor.

### **9. Knowledge, Skills & Experience:**

- Bachelors Degree in Library or Museum Studies, Tourism, Events or a related discipline.
- 2 years experience in a Library, Museum or other cultural institution preferred.
- Commitment to communicating effectively with a diverse student body, faculty, and staff and

the general public

- Demonstrated ability to plan and manage multiple projects and assignments concurrently and effectively