

**LIBRARY SERVICES SUPERVISOR****Definition:**

Under general direction, organizes, coordinates, and supervises the work of assigned staff; oversees and participates in all work activities of assigned area; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to Library management in areas of expertise; and performs related work as required.

**Essential Duties and Responsibilities:**

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Coordinates with library division management in the development and implementation of a work plan; directs, coordinates, and reviews the work plan within the assigned library program or library services function.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends, develops, and implements program policies and procedures; establishes and evaluates related systems, records, forms, and controls.

Participates in the determination and recommends staffing needs for assigned activities and programs.

Supervises and provides technical and functional direction to assigned staff; gives work assignments; reviews and controls quality of work; trains employees in work principles, practices, methods, policies, procedures, and applicable federal, state, and local laws, rules, and regulations; participates in the selection and hiring of staff.

Coordinates library services, programs and activities with those of other divisions and outside agencies and organizations; provides staff assistance to management.

Advises and assists library patrons in the use of library services and tools, guides staff in dealing with difficult patron service problems; resolves complex patron or technical problems independently, consulting with management when deemed necessary.

Researches and prepares reports, correspondence and related material.

Prepares, monitors and maintains the work unit's annual budget; monitors and maintains budget expenditures.

Develops, implements, and evaluates services and programs in area of assignment; identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff; implements improvements.

Coordinates policy and procedures of area of assignment and explains and applies library policy to patrons and staff.

Staffs the public counter and phones, and assist with general office duties, as needed.

Maintains records and inventories and prepares various statistical reports.

Participates as a member of the Library Management Team.

Oversees the day-to-day activities of passport services if assigned to this function.

Attends and makes oral presentations at a variety of meetings and may act as a liaison with community and other groups.

Stays abreast of new trends and innovations in the field of library science.

Operates a personal computer, uses applicable software and assists with managing the circulation module of the Library's automation system.

Opens and/or closes and secures the library/library facilities as assigned.

Lifts and moves boxes of books, supplies and other items weighing 30 pounds or less and pushes/pulls a loaded book cart.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Pushes/pulls a loaded book cart.

**Class Characteristics:**

Library Services Supervisor is an advanced journey-level classification with supervisory responsibilities over assigned professional, technical and support personnel. Incumbents work under general direction and exercise a high level of discretion and independent judgment in performing the full range of routine to most complex departmental activities and programs. Successful performance of the work requires thorough knowledge of library services, and related laws, rules, and regulations. This class is distinguished from the Library Division Manager in that the latter has overall management responsibility for an assigned division.

Bargaining Group: FMA

**Qualification Guidelines:**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

**Knowledge of:**

Library organization, policies/procedures, methods, functions, practices and terminology.

Principles, practices and procedures of library management.

Research and reporting methods, techniques, and procedures.

Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Principles and practices of business organization and public administration.

Effective methods of making oral and written presentations.

Budgeting methods and procedures.

Principles and techniques of supervision and public sector labor relations related to the direction, evaluation and training of assigned staff.

English usage, grammar, spelling, vocabulary, and punctuation.

Negotiation and conflict resolution techniques.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.

## **AND**

### **Ability to:**

Supervise, organize, direct and coordinate the work of assigned personnel; assist in the selection of and training and evaluating assigned staff.

Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

Understand and carry out a variety of complex instructions in a responsible and independent manner.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Effectively represent the department and the City in meetings with various businesses, professional, and regulatory organizations, and in meetings with individuals.

Prepare basic budgetary and financial analyses; review and verify accuracy of data.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Handle job stress and maintain composure in public settings.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Operate modern office equipment including computer equipment and specialized software application programs.

Analyze and evaluate data and recommend solutions to library circulation related problems.

Interpret, apply and explain rules, regulations, policies and procedures.

Maintain manual and computerized records and prepare comprehensive reports.

Become a Passport Agent as stipulated by the Department of the State if assigned to the passport services function.

Operate modern office equipment including computer equipment and specialized software application programs.

**Education and Experience:**

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Bachelor's degree from an accredited college or university in business administration, public administration, library science or a related field.

**AND**

Three years of experience at the Library Technical Assistant II level to include one year of supervisory or lead experience.

**Special Requirements Include:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

Must be able to work a flexible schedule including weekends and evenings to accommodate City needs.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office and library/public counter environment. The incumbent uses a computer, keyboard and related equipment, sits, stands, walks, kneels, crouches, twists, reaches, bends, grasps, lifts and moves boxes of books, library equipment, supplies and related items weighing 30 pounds or less. An incumbent may push and/or pull a loaded book cart, drive a vehicle on City business, use a step stool and will be exposed to book dust. An incumbent must be able to meet the physical requirements of the series and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt.

Established November 2023