



CLASSIFICATION TITLE: Library Supervisor	JOB NUMBER: 7084	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Library Manager	PAY GRADE: 19	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs skilled administrative support work planning and coordinating the activities of the library's circulation, technical services, and reference desks, and related work as apparent or assigned. Continuous supervision is exercised over assigned personnel. Work is performed under the limited supervision of the Library Manager (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates, and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment, and promotions according to established guidelines.
- Assists patrons at the desks and on the phone; models appropriate customer service; promptly addresses escalated customer service concerns; fosters team management by establishing and nurturing a work environment that will promote and maintain a high level of morale and productivity
- Assigns and delegates work to ensure adequate staffing at service desks; trains, coordinates, and schedules the work of library volunteers; maintains time related records.

- Assists in maintaining a clean and orderly library environment; reports need for repair, maintenance, and additional supplies, and equipment as necessary.
- Assists in the monitoring of patron behavior and ensures positive and harmonious interaction and relationships between patrons and library staff, assists in the overall security of the library and its premises.
- Serves and participates as a member on library committees; contributes ideas to facilitate program and policy implementation; interacts with Library Board and City Council to advance library initiatives; acts as Library Manager when the Manager is unavailable.
- Assists with the analyses of market changes and/or community development to identify opportunities to enhance or promote library services and programs.

COMMUNITY ENGAGEMENT OPTION

- Directs a unified program and outreach strategy for the library; plans and implements library programming and outreach for all ages; works with residents to ensure community engagement is meeting community need; coordinates marketing of library programming; stays current with community engagement trends in public libraries; oversees grant applications and implementation related to community engagement; assists in developing the annual budget for programming and outreach resources.
- Initiates and maintains mutually beneficial partnerships within the community to support programming and outreach; attends networking functions; collaborates with regional libraries and service providers; acts as the liaison for the Friends of the Library.

TECHNICAL SERVICES OPTION

- Coordinates consistent cataloging and classification of all library materials; coordinates acquisition and withdrawal of library materials; places orders for library materials; selects physical and digital library resources and maintains the budget for library resources; maintains statistics on collection inventory and technical services activity; maintains and troubleshoots the integrated library system.
- Directs the library's physical and digital collection development; participates in professional organizations and committees to stay current with public library technical service trends; oversees grant applications and implementation related to technical services; assists in developing the annual budget for library resources.

USER EXPERIENCE OPTION

- Coordinates the user experience in library facilities; manages library reference services; develops and implements measures of customer service success; creates and amends policies and procedures to meet evolving patron needs;

oversees grant applications and implementation related to library user experience; assists in developing the annual budget for customer service resources.

- Oversees the onboarding and ongoing training processes for the library customer service experience; responsible for maintaining a uniform and satisfactory customer service experience; assesses industry trends and community feedback to proactively advance the user experience.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Library practices, policies, procedures, terminology, and equipment.
- Operations, functions, and maintenance of a public library.
- Principles of Intellectual Freedom and their application.
- Administrative principles and practices, including program development, implementation, evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Basic reference and bibliographic tools, techniques, and procedures.
- Information retrieval from reference materials and computer databases, including print and online sources.
- Record-keeping principles, procedures, and techniques.
- Public speaking techniques.
- Networking techniques and strategies (Community Engagement Option only).
- Customer service trends in hospitality organizations or public libraries (User Experience Option and Community Engagement Option only).
- Library technical processes related to the acquisition, receipt, cataloguing, classification, and processing of library materials (Technical Services Option only).
- Thorough knowledge of contemporary bibliographic maintenance standards and practice, including all prevailing cataloging rules, Dewey decimal classification, OCLC/MARC records, and applicable library automation (Technical Services Option only).

Skills and abilities:

- Learn, read, interpret, and apply and explain rules, regulations, policies, and procedures.
- Apply management principles to operations within the library organization.
- Plan and coordinate the activities of the library's service desks.
- Perform a variety of responsible library and administrative duties to assist patrons in locating materials and demonstrate the proper use of reference materials.
- Explain library practices, procedures, and equipment.
- Demonstrate the location of books, periodicals, and other materials in the library.

- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, set priorities, and meet deadlines.
- Operate a variety of modern office equipment and personal computers using standard or customized software application programs appropriate to assigned activities.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

For Community Engagement Option:

Bachelor's degree and three (3) years of experience in community engagement, including one (1) year in a supervisory role, or equivalent combination of education and experience.

For Technical Services Option:

Bachelor's degree and three (3) years of experience in library technical services, including one (1) year in a supervisory role, or equivalent combination of education and experience.

For User Experience Option:

Bachelor's degree and three (3) years of experience in public library customer service, including one (1) year in a supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Supervisory

- Foster Teamwork: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.

- **Prioritize Work and Commitments:** Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- **Drive for Team Results:** Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to




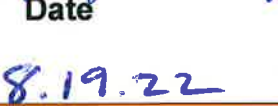

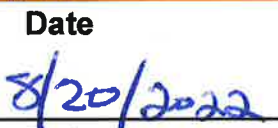
successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned locations; occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms and repetitive motions; frequently requires sitting and pushing or pulling; and occasionally requires standing, walking, and stooping, kneeling, crouching and/or crawling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date