

Spokane County Library District

**CLASSIFICATION: N10**

**POSITION TITLE:**

Library Supervisor

**GENERAL PURPOSE:**

Supervises day-to-day operations of a community library. Supervises library staff. Conducts library programs and provides direct service to library members. Promotes the mission and objectives of the District to library members and partners.

**ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Stays current on and follows all applicable Spokane County Library District guidelines, policies and procedures affecting this position. Responds to workplace situations as appropriate within designated level and scope of authority.

Supervises day-to-day operations and oversees workflow of a community library; supervises the work of library staff providing services to the public. Coordinates with the appropriate department to resolve issues pertaining to buildings, equipment, materials and daily business operations.

Provides effective direction to assigned staff to ensure customer service needs are met; schedules assigned staff.

Responsible for interviewing, selecting, supervising, and evaluating job performance of direct reports; identifies training needs, and ensures identified training is completed in a timely manner. Provides input for assessing the job performance of other staff not under their direct supervision.

Assists Librarians and Library Services Managers in planning, developing, and delivering programs and services that are responsive to identified community needs and align with strategic goals and objectives.

Conducts library programs such as Storytimes, technology training classes, and craft programs; hosts cultural events.

Assists Librarians in developing effective community partnerships that leverage District programs and services to meet community goals. Supports Librarians by participating in community events and civic organizations as needed.

Recommends revisions to policies, procedures and/or processes to improve workflow and/or member experience.

Provides prompt and friendly direct service to library members in person, over the telephone or by email. Performs readers' advising and information services in response to member inquiries. Provides circulation services. This position requires frequent public contact.

Promotes District programs and services to library members and to relevant community partners as needed.

Instructs library members in the use of library equipment and technology, including but not limited to, logging in and out of public computer and printing stations; using material check-out computers and equipment; accessing library account information and paying fines and fees online; searching the library catalog and placing holds; searching online databases, and using online learning tools. Assists library members in the use of tablets, e-readers, and other personal technology.

Responds to member inquiries regarding library services and operations in a timely manner; resolves complaints; refers inquiries or issues to other departments or staff as appropriate; enforces the District's Code of Conduct Policy and responds to emergencies in situations that may be stressful or unpleasant.

Assists in collection development by recommending materials for the library based on unique community interests and collection guidelines; under the direction of Collection Services, performs assigned collection maintenance tasks.

May write blogs, articles, reviews or other written pieces as assigned.

Punctuality, reliability, and attendance are essential to this position.

Performs functions of the Public Services Specialist position as needed.

Performs other related duties as assigned.

**SUPERVISION:**

This position reports to a Library Services Manager. Supervises Library Pages, Library Assistants, and/or Public Services Associates.

**NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:**

*Candidates selected for employment must satisfactorily demonstrate the following knowledge, skills and abilities during a prescribed trial period, and afterwards, for continued employment.*

**Knowledge of:**

- Library resources, programs, and services.
- Principles and practices of supervision.
- Principles of intellectual freedom and open access.

**Skill in:**

- Use of computer systems and various software programs, including ILS, to access appropriate information, such as timesheets, email, Intranet, work-related documents and/or information.

**Ability to:**

- Train and direct the work of subordinate staff.
- Communicate effectively in oral presentations.
- Write effectively using correct grammar, punctuation, and spelling.
- Work independently and be self-directed.
- Manage detail; recognize and set priorities.
- Support Librarians in establishing and maintaining effective working relationships with community partners.
- Find and use resources to provide requested information.
- Work a flexible schedule.
- Consistently demonstrate quality customer service behavior(s).
- Interact in a professional and respectful manner with District staff and the public.
- Maintain confidentiality of member information.
- Establish and maintain effective working relationships in a team environment.
- Use initiative, problem-solving skills, and sound judgment.
- Work quickly and accurately, follow directions and meet deadlines.

**PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

An individual performing the duties in this position is required to sit or stand for long periods of time, as well as hear, see, speak and listen to individuals in order to successfully communicate with District staff and the public.

Must be able to use hands and fingers to handle, feel, or operate objects, tools, or controls such as a computer keyboard, mouse, or other device; perform repetitive motion using hands, wrists and arms; be able to stoop, kneel, bend, stretch, and lift or move up to 40 pounds of library materials.

Must be able to push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and ability to read materials in print or electronic format.

Must be able to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree required. Three years recent direct customer service experience required; two years recent supervisory experience required. (Three years recent work experience as a Public Services Associate or Public Services Specialist with Spokane County Library District may substitute for the above requirements.) Effective communication skills; read and use English and understand numbers. Working knowledge of personal computers, office software, database software and the Internet; ILS experience preferred. **Or** any equivalent combination of education, training, or experience that ensures satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

Should be able to get First Aid/CPR certification.

**TOOLS AND EQUIPMENT USED:**

Personal computers and specialized software, Integrated Library Systems, the Internet and other standard office software and equipment.

Common off-the-shelf cleaning products.

Library carts and other equipment as needed.

**WORK ENVIRONMENT:**

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in a library environment. Work may be performed at off-site locations during library outreach activities. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate. May be exposed to dust, fumes, and/or odors on a recurring basis.

***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 description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

FLSA Class: Non-Exempt  
Revised: 03/02/16; 10/10/16

Salary Range: N10

I agree I have been given a copy of my current job description. I am aware it is my responsibility to understand the duties expected of me. If I do not understand, I will discuss my duties with my supervisor.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date