



CLASS SPECIFICATION FOR:

Library Public Services Supervisor

General Statement of Duties:

Manages the day-to-day operations, programming and collection of an assigned public service area at an assigned location, or manages the day-to-day operations, programming and collection of the municipal law library; provides first line supervision of Library Public Services Specialists and other Library staff at an assigned location; does related work as required.

Distinguishing Features of Class:

Performs professional duties managing an assigned service area (children, teens, adults, digital media) at an assigned library or the municipal/law library location; manages the programming, collection and outreach to meet communities' needs and interests and to promote the Library's mission and goals; supervises assigned paraprofessional and temporary staff. Work is performed with minimal direction/oversight from the supervisor and senior staff, provides guidance and direction to other professional and paraprofessional Library staff.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Manages the day-to-day operations of an assigned public service area at an assigned location;
- Responsible for the effective supervision of assigned staff including staff schedules, time cards and leave, performance valuations, prioritizing and assigning work, and other related activities not limited to selection, training, coaching, mentoring, providing feedback, disciplinary actions and providing development opportunities for assigned staff; Interprets policies and procedures for assigned staff and the public and exercises discretion in resolution of questions, concerns and issues, may refer unusual and/or complex to supervisor;
- Recommends the selection of full-time, part-time, temporary and seasonal staff and interns;
- In collaboration with supervisor, develops and implements staffing plans and policies and procedures that ensure efficient operations and exceptional service delivery;
- Assists with or may have preliminary responsibility for analyzing programs and facilities' use patterns and performance to goals, reports the results thereof, recommends and implements approved improvements and changes;
- Identifies community interests and needs and develops appropriate outreach efforts, programming and related materials;
- Exercises discretion in managing the collection at assigned location(s);
- Represents the County and Library in public speaking and presentations as assigned;
- Serves on special Library committees or task force as assigned;
- Assists with budget development as assigned and monitor expenses to ensure operate with approved budgets;
- Collaborates with Library Management Team as assigned to develop and update policies and procedures necessary to operate efficiently and meet County's and patrons' needs;
- Routinely handles complex and sensitive patron issues independently, serves as a resource to Library staff by providing guidance and assistance with resolution of patron questions and issues, keeps supervisor appropriately informed;
- Liaisons with Library's Marketing and Social Media staff to produce effective marketing campaigns;
- Prepares and makes clear concise reports and presentations as assigned;
- Meets regularly with staff at assigned location to facilitate open, accurate and up-to-date communications and collaboration
- Evaluates the need to fill vacant positions, recommends changes to allocated positions and organization structures as needed;
- May assist with or perform various building responsibilities, including open and close duties or may serve as the person-in-charge of a service area or a building as needed;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Enrolls in and actively participates in County sponsored leadership programs or other leadership classes as well as other identified relevant educational opportunities;
- Maintains an extensive current working knowledge of policies and procedures, including best practices and related technologies and equipment, trends in in assigned public services area and populations served;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Maintains an extensive working knowledge of library and information science, Library policies and procedures and Library technical resources for all service areas; comprehensive working knowledge of policies, procedures, resources and materials for the assigned Support Services Section; in-depth technical expertise with Library equipment, systems and software incidental to assigned duties;

G.B.E.0008

Career Code:

Date of Last Revision: 1-Dec-2015

NOTE: This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification and is not intended to describe and does not necessarily list the essential job functions for a specific position in a job classification.

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proficiently uses current ILS systems, demonstrates and instructs patrons in the use of ILS interfaces; demonstrated proficiency with collection management software, current scheduling systems, and current statistics reporting system; excellent working knowledge of public computing; excellent attention to detail and excellent organization skills; ability to work accurately in a fast paced environment with interruptions; general knowledge of County departments and resources; sound knowledge and understanding of the varying demographics and special needs and interests of the segment of the population served; sound political astuteness to appropriately represent the Library and County in internal and external interactions; ability to accurately and consistently interpret and apply Library and County regulations and policies; critical thinking and problem solving skills with the ability to cost effectively and appropriately solve a variety of complex and sensitive issues within County and Library guidelines and requirements; ability to independently resolve sensitive and complex inquiries, and complaints, and appropriately refers unusual situations and questions to supervisor or appropriate Library staff; excellent oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; demonstrated proficiency in developing and leading projects and projects teams, including effectively managing resources; demonstrated ability to develop effective training and instructional materials; excellent presentation/instructional skills to facilitate programming and activities and provide one-on-one assistance; excellent public speaking and presentation skills with ability to communicate effectively with diverse audiences; ability to establish and maintain a good working relationship with Library staff and the public; excellent collaboration skills with demonstrated ability to consistently cooperate and interact efficiently with staff and colleagues; sound ability to research, collect, analyze and maintain data, and to consider and weigh a variety of factors in making decisions or recommendations; ability to accurately and systematically record and manage data and provide detailed records as assigned; physical condition that permits the activities necessary in and inherent to the activities of assigned duties which may include lifting, bending, stooping, pushing, reaching and carrying heavy materials and loaded carts and bins; sound supervisory skills with the ability to train, coach, mentor and direct the work of others including the ability to effectively manage workloads and projects and to foster and maintain high morale and engagement; ability to lead, manage and partner effectively; personal accountability including teamwork and establishing and maintaining positive relationships with the public and colleagues; ability to work independently with minimal direction; excellent customer service and interpersonal skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all patron populations presenting with varying skills levels and needs in order to appropriately address patrons' requests and inquiries. Must be able to positively and appropriately represent the County and Library with the public. Requires the ability to work at various locations within the County. Requires ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Master of Library Science degree;

Experience: Three (3) years of relevant library work experience, with two years of relevant supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations within the County.
- Librarian certificate from the VA Board for the Certification of Librarians required.