

LIBRARY SUPERVISOR II

DEFINITION

Under general direction, performs supervisory and administrative duties related to the daily operation of the City's main library and Adult Literacy Program; assists patrons, answers reference questions and oversees the maintenance of the library collection provides specialized library services tailored to a specific group of patrons; and performs related duties

DISTINGUISHING CHARACTERISTICS

This is the advanced level, working supervisor class. This class can be distinguished from Library Supervisor I by the former is assigned to the City's main library whereas the latter is assigned to the Children's Library. This class can be further distinguished from the higher-level class of City Librarian by the latter has overall management responsibility for library operations.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed and some assigned duties may not be listed below.

1. Supervises, administers and participates in necessary clerical and technical work related to classifying, processing and cataloging library books and materials.
2. Assigns schedules and directs employee activities; plans and implements employee training programs; evaluates employee performance; monitors ongoing and completed staff work; initiates disciplinary action if needed; coordinates the recruitment of tutors and students and oversees the matching of tutors and students.
3. Assists in the development and evaluation of library policies, procedures, and practices; assumes responsibility for library operations in the absence of the City Librarian.
4. Assists in the development, implementation and evaluation of the library's Adult Literacy Program; manages the Adult Literacy Program funds and prepares financial and other reports as required by the City and State; prepares grant proposals to ensure funding for program continuation.
5. Develops marketing campaign strategies for the Adult Literacy Program and other programs; develops and maintains relationships with community groups in the promotion of such programs; establishes and maintains literacy coalition meetings to ensure that a synchronized plan of literacy activities is carried out.
6. Assists patrons in person, over the telephone, and by correspondence regarding library policies, procedures, and directional information; conducts research of library materials in response to reference questions; assists patrons in location and using library resources; may assume responsibility for one or more library sections (e.g. children's)

7. Maintains budget accounts, balances, and records of expenditures; evaluates available resources and recommends adjustments; organizes and maintains various files and records; prepares reports as directs.
8. Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education and/or Experience

Three years performing library-related clerical/office support duties that included substantial customer service or any combination of education and experience that provides the required knowledge and abilities below is qualifying.

Knowledge of:

Principles and practices of customer service and public contact; library operations, procedures and protocols, including the Dewey Decimal System; reference aids and library terminology; technical procedures of library cataloging, ordering, reference work, and storage; general office practices, procedures and equipment; typical library collection and reader interest levels; clear, effective and correct use of oral and written English including spelling, grammar, vocabulary and punctuation; basic arithmetic operations sufficient to perform calculations including addition, subtraction, multiplication and division; how to give correct change; principles and practice of supervision and leadership; standard office equipment operation, including computer hardware, software and peripherals; principles and practices of grant development and oversight.

Ability to:

Locate information to respond to reference requests; categorize, organize, inventory, and store library materials; tabulate and compile statistics; communicate effectively with all age groups, both orally and in writing; speak, read and write English at a level necessary for satisfactory job performance; establish and maintain effective working relationships with superiors, subordinates, volunteers, other City employees, outside organizations and the general public; operate a variety of office equipment, including computers; deal courteously and effectively with library patrons; interpret and apply library procedures and policies; exercise sound judgment when responding to inquiries and demands from the public; prioritize work to meet deadlines; supervise the work of subordinate staff.

Special Requirements

Possession of or ability to obtain a valid California Driver's License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Physical Demands

Sitting, standing, walking, some stooping, and bending; dexterity and coordination to handle files and occasional lifting of objects up to 25 lbs; Moving from place to place within the library; some reaching for items below and above desk level. Strength, dexterity, coordination and vision to use a keyboard and video display terminal.

WORKING CONDITIONS

Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a video display terminal.

Date Adopted: July 19, 2005