

CITY OF COVINA

LIBRARY SERVICES SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general direction, plans, implements, directs, and supervises functions within the Library Services Division of the Parks & Recreation Department, including overseeing Adult and Children's Reference areas; Circulation area; public computers for adults, teens, and youth; story time activities; and other related library services and activities; trains staff members in customer service; conducts meetings and safety trainings with staff; participates in the development and monitoring of Adult and Children's Reference and Circulation budgets; ensures quality of programs/services and safe work practices; maintains appropriate work records; serves as a technical resource for assigned personnel; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Library Services Supervisor is the supervisory level class responsible for planning, implementing, directing, and supervising the functions of the Adult and Children's Reference Areas, Circulation Area, public computers, and copy machines, Awe Station, story times, and more in the Library Services Division of the Parks & Recreation Department. The incumbent directs and supervises various library programs and services.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Parks & Recreation Director or designee. Exercises direct and indirect supervision over technical and administrative support personnel; and technical and functional supervision over lower level professional personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Provide reference and advisory services to customers; perform professional work in the classification, cataloging, and ordering of collection materials of various media including original cataloging when required; assist with implementing ongoing authority control procedures and maintain authority file.
- Participates in the development of policies and procedures; recommends programs, activities and work methods to higher level personnel; maintains records and develops reports on new or existing programs.
- Participates in the Library Services Division recruitment process, including hiring and supervising part-time employees and volunteers; develops schedules and work methods for performing assigned duties; ensures adherence to safe work methods, procedures and practices; initiates disciplinary procedures as appropriate.
- Develops and prepares program calendars, staff manuals, flyers, memos, and training materials.

- Trains staff members in leadership techniques and supervision; conducts safety trainings with staff, including employee safety, SB 198 laws, City policies, and Library policies and procedures; leads weekly staff meetings; checks time sheets and coordinates scheduling for Library Services Division staff; and conducts staff evaluations.
- Provide administration and maintenance of an integrated library system; the library's commercial databases; and the division's web pages.
- Train staff and patrons on new techniques and technologies associated with library services. Assist in developing the collection by reading, reviewing, and recommending materials; review current collection to determine additional materials needed and select materials for repair or discard.
- Assist in the development and oversight of the "Materials Collection Development Committee."
- Observe operations and make recommendations related to a variety of Library services including Internet, audio-visual, reference and technical services; prepare and maintain related records and reports.
- Identify various users and community needs and recommend, plan, and assist in developing appropriate programs; design and arrange library materials for display; compile bibliographies for print and/or department website use.
- Assess customer needs through discussion with patrons; make recommendations about effective use of department resources and services to meet customer needs.
- Instruct customers in the use of library tools including catalogs, computer databases, bibliographic resources, and the Internet.
- Propose plan, coordinate, market, and implement a variety of community outreach programs, department programs, and activities, and special events as assigned.
- Consult with library professional staff on the selection, implementation, and maintenance of library technology, equipment, and software programs.
- Test and implement computer applications and analyze problems with existing applications; consult with City department staff; coordinate system activities with users to identify needs; participate in the installation of software, system configuration and troubleshooting of software and hardware issues in support of the City's virtual library.
- Seek ways to improve information access in support of the department's mission and programs; promote and maintain the library's commercial databases.
- Provides support and expertise in the selection, setup, and maintenance of the third party software.
- Promote library services and programs through new release flyers, brochures, email marketing, and current website information.
- Assist in the design and implementation of standards for selection, review and replacement of subject collections; conduct ongoing statistical analysis of collections and collection needs.

- Assist in budget priorities regarding assigned area; prepare budget reports; administer, coordinate, monitor and control expenditures and budget for collection development, programs, marketing, and advertising.
- Prepare and administer grants.
- Build and maintain positive working relationships with coworkers, other City employees, and the public using principles of excellent customer service.
- Perform related duties as assigned.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Education:

- A Bachelor's degree in English, literature, history, or a related field from an accredited college or university.
- A Master's degree in Library Science is desirable.

Experience:

- Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a Library Services Supervisor.
- A typical way of obtaining the required qualifications is to possess the equivalent of three years of increasingly responsible supervisory experience in Library programs, with two years of Library experience in a municipal setting.

License/Certificate:

- Possession of, or ability to obtain, a valid class C California driver license.

Knowledge of:

- Principles and practices of library science.
- Library organization, services, and equipment including applicable information systems technology.
- Basic principles and practices of program development and service delivery.
- Information sources, bibliographies, reference materials, cataloging, and classification systems.
- Collection development, including material selection, and cataloging procedures.
- Principles and practices of library systems administration, programming, electronic data processing, and application documentation.
- Current trends, standards, and emerging technologies in public libraries and the Internet.
- Techniques of customer service and patron assistance.

Ability to:

- Perform professional library work related to research and classification and cataloging of library materials.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; intermittently push and pull carts; stand and sit continuously when on a public desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Assess customer needs and provide accurate reference information through use of appropriate search techniques.
- Plan, organize, and coordinate a variety of programs as assigned.
- Obtain information through interview; work courteously with the public, and work effectively with interruption.
- Interpret and explain pertinent library and City policies and procedures.
- Use automated library systems and modern office equipment, including personal computer programs for word processing, spreadsheet, database, and audio/visual display applications.
- Communicate clearly and concisely, both orally and in writing.
- Work with the Community Relations Supervisor who coordinates the Library's special events for youth and adults.
- Prepare a variety of reports and maintain accurate records and files.
- Recognize problems or potential problems regarding library technology functions.
- Supervise, train, and evaluate assigned personnel.
- May work weekends and evening shifts as assigned.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and personal service. Additionally, the incumbent in this position may be required to drive a City vehicle. The incumbent may use cleaning chemicals, which may expose the employee to fumes, dust, and air contaminants. The need to lift, drag and push files, paper, book carts, boxes of books, and donated materials, and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.