



## City of Irving Job Description

### Library Services Supervisor

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Library Services
<b>Job Code:</b>	26201	<b>Reports To (Job Title):</b>	Senior Library Services Manager and/or Library Director

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#### PURPOSE

To manage, direct, plan, and coordinate activities of an assigned functional unit of Library Services; such as: (a) Collection development and Reference, which includes providing highly complex recommendations, overseeing collection development, assisting with equitable division of materials budget funds for all locations, and coordinating orders and order processes; (b) Communications and Marketing Services, which oversees ongoing operations of the Library's internal and external communication program across multiple delivery mediums, as well as Library technology research and training initiatives; and, (c) Community Outreach, which includes coordinating branch activities with Library system activities, overseeing program coordinators for adult, teen, and children's programs, and coordinating outreach efforts/programs with community and civic organizations. These positions provide functional leadership throughout the Library System, providing policy input directly and through team participation and leadership.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide input into plans, budgets, goals, and targets for library system and/or activities of assigned unit.
- Evaluate procedures, operations & activities of assigned responsibilities and recommend improvements.
- Depending on assignment, coordinate the library activities of either the (a) Circulation/Reference, (b) Communications & Marketing, or (c) Community Outreach functional area of Library Services.
- Plan, evaluate and supervise approximately 1-5 direct reports, which including training, coaching, scheduling, determining work priorities, assigning tasks, evaluating and disciplining.
- Provide functional supervision for multiple persons as pertains to assigned functional area, which may include mentoring and training others in implementing (parts of) programs or performing processes.
- Lead, and/or participate in, multi-departmental teams that set library policies or services.
- Enforce library policies and procedures in a respectful manner to ensure the safety and integrity of materials, customers, and staff members.
- Provide direct customer service (from 1 day to 25 hours per week, as assigned) by advising and assisting patrons with Library resources such as online databases, library catalog, and other technical resources in person, online, and by phone.

#### **If Assigned Circulation/Reference Functional Responsibility:**

- Assist with equitable, and astute division of materials budget funds.
- Coordinate timely orders and ordering materials process, helping to resolve issues, staying in contact and communication with selectors and Technical Services division.

- Provide regular performance reports on an ongoing basis, and comparisons with local benchmark libraries on an annual or semi-annual basis. Compare with other benchmark libraries – statewide, nationwide, ALA and Hennen recommended. Regularly does or oversee reports that are done or requested for individual selectors, grant writers, and other members of library staff.
- Investigate and recommend new formats and databases for library system. Evaluate efficacy of old or current formats and materials.
- As requested, provide research and produce understandable results, ranging in complexity from basic to those of a highly technical nature, for the Library Director and Library Management team.
- Set weeding goals and standards, as well as plan, implement and assist with floating collection adjustments as needed.

**If Assigned Communications & Marketing Functional Responsibility:**

- Plan and implement ways to communicate with residents to educate them regarding library services and programs; Develop marketing and communications plans, providing research and input for introduction of new services, changes in service or programs.
- Investigate and recommend new technology for the system.
- Oversee production of resident and employee newsletters and other special publications, as well as printing and distribution; include story development, layout, editing and proofreading.
- Oversee and provide content placed on the city’s website, including news and events on the homepage; ensure style and message consistency.
- Serve as Library liaison to city’s Communication Team.
- Select books for specific categories, and update and maintain publications and other library materials; assist with weeding process.

**If Assigned Community Outreach Functional Responsibility:**

- Conduct annual signature event for the library involving community organizations, city departments, and businesses – I.e., the Big Read or otherwise.
- Foster cooperative relationships with the recreation center to support enhanced programming opportunities.
- Serve as liaison to the Friends of the Library, as well as to various programs, organizations, and associations within the community; supervise liaison with external community and civic organizations.
- Coordinate speaking engagements and other outreach opportunities to promote the library and its programming.
- Coordinate, write and obtain funds through grants and donations to facilitate delivery of imaginative programs, services and innovative pilot projects.
- Select, maintain and weed specific Dewey areas in the library.
- May assume responsibilities of manager in his/her absence.

**OTHER DUTIES AND RESPONSIBILITIES**

- Serve as LIC (Librarian-in-charge) as needed.
- Assist with or participates in worthwhile library programs, classes, storytimes, events and or other activities for children, teens or adults as well as participates in outreach and marketing efforts to promote the library and its services.
- Attend and participate in city and library related-training sessions, meetings, seminars, webinars, and other continuing education opportunities.
- Attend professional meetings, conferences, workshops, seminars, and training sessions.
- Perform monthly cash report duties.
- Perform other and related duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 1-6 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 4-15 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Oversight of departmental expenditures from standpoint of functional specialty, as well as expenditures and/or budget for assigned programs/grants.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Master's degree in Library Science from a university accredited by the American Library Association (ALA).

### **EXPERIENCE**

- Four (4) years of increasingly responsible public library experience, or experience otherwise relevant, such as Public Relations / Marketing for Communications and Marketing assignment.
- At least two (1) year of supervisory experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid, appropriate Texas driver's license, or the ability to obtain one, is required.

### **KNOWLEDGE OF**

- Computer Usage: Computer hardware and software applications, including desktop publishing systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Administration and Management: principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques and production methods.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation & discipline.
- Budget Management: Developing plans & budgets; comparing them against actual activity.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Collection Development (*if assigned to Circulation/Reference*): Exceptional comprehension of principles, content of multiple selection areas, how users find and use information, recreational and informational reading habits of the general public, what is available out in the great world of publishing.
- Statistical Principles and Application (*if assigned to Circulation/Reference*): Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data. Also, an intermediate knowledge of EXCEL and other reporting tools.
- Communications, Marketing, and Public Relations Principles (*based on assignment*): Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Fine Arts (*if assigned to Community Outreach*): Theory and techniques required to produce, compose, and perform works of music, dance, visual arts, drama, and sculpture.

## SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Flexibility: Transitioning with ease between roles in public service.
- Service Orientation: Actively looking for ways to help people.
- Mechanical/Technical: Safely operating diverse equipment.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Complex Problem-Solving: Identifying problems and reviewing related information to develop and evaluate apt, efficient, and wise options to implement solutions.
- Planning: Sensing the environment and setting goals and objectives.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Reading Comprehension: Reading and interpreting documents.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Originality: Developing unusual or clever ideas about a given topic or situation, or develop creative ways to solve a problem.
- Creative Idea Fluency and Innovation: Developing new ideas and identifying creative angles on a given topic or situation; for Communications & Marketing, this includes creative writing.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Time Management: Managing time wisely to complete assignments on time.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Self-Management: Working independently and without supervision.
- Visualization (*especially if assigned to Communications & Marketing*): Imagining how something will look after it is moved or rearranged.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

Frequent interaction with a broad range of people both in individual and group settings. Contacts may be within the library structure, the general public, other City departments, volunteers, or organizations (e.g., civic & community groups, businesses), and regularly include publishers and vendors. Communications frequently contain confidential/ sensitive information necessitating discretion.

## **EQUIPMENT AND PROPERTY**

This position may operate a City and/or personal car, along with a host of city/library technology, including multi-line telephones, PCs, multi-function copiers and/or printers, fax machine, and other electronic equipment.

## **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.\*

The employee is required to grasp, handle, feel, kneel, listen, reach, see, sit, talk, and walk. Frequently, s/he is required to balance, carry up to 25 lbs., pull, push, stack, stand, and/or stoop. Occasionally, s/he is required to climb, crawl, drive a vehicle, lift up to 50-100 lbs., and/or smell. Specific vision abilities required by this job include close vision and distance vision.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee works in an office environment for which the dust and particulate level is high. S/he may encounter possible electrical hazards, and occasional to rare exposure to precarious or high work places, violence and/or potential for aggressive or hostile interaction. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually quiet to moderate, with the exception that some locations are moderate to noisy.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.