



City of Irving Job Description

Library Operations Supervisor

FLSA Status:	EXEMPT	Job Department:	Library
Job Code:	26211	Reports To (Job Title):	Senior Library Services Manager

PURPOSE

To supervise, direct, plan, and coordinate the activities of the assigned library operations functions, including supervising the areas of acquisition of new materials, cataloging, collection organization and physical processing, serials control, circulation of library materials and maintenance of customer accounts, interlibrary loan, operations of the library's integrated library system (ILS) and other related technology systems; coordinating departmental activities with all Library sites; and, providing highly complex staff support to the Library Director and departmental management relating to these operational functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Develop and evaluate goals, objectives, policies and procedures pertaining to assigned functional area(s).
- Provide input into short- and long-term planning and budgeting for assigned functional areas.
- Plan, evaluate and supervise direct reports, which includes training, coaching, scheduling, determining work priorities, assigning tasks, evaluating, and disciplining.
- Oversee the maintenance, integrity and accuracy of bibliographic, item and customer databases, the physical inventory of the library collection and maintenance of customer confidentiality.
- Create, develop, and maintain documentation of procedures for assigned functional operations.
- Supervise and coordinate extended projects and cross-functional team efforts related to system-wide cataloguing, reclassification, database maintenance, serials control, library materials processing, customer record and account maintenance.
- Investigate and recommend new operations and self-service technology for the system.
- Develop procedures for technology use and provide effective technical training and assistance to staff for office hardware, software, the library's ILS, and other library technology systems.
- Create, maintain, or process various statistics and reports relating to library materials, customers, delinquent accounts, collection agency submission, gate counts and circulation of items in order to track efficient library operations.

If Assigned to Technical Services:

- Perform original cataloguing, including creation of highly complex metadata for submission into the shared national OCLC bibliographic database, utilizing national standards and codes.
- Perform Authority Control and create new name headings for inclusion in the Library of Congress database through participation and certification as a NACO Texas Funnell member.
- Oversee processes related to the acquisition of, and receipt and payment for new library materials, including coordination with collection development staff in allocating and monitoring the library materials budgets.

If Assigned to Circulation Services:

- Advise and assist in the delivery of customer service to the public, which includes working customer service desks to check out/in materials, register library cards, provide information, and find library materials for customers using the catalog or online databases.
- Manage specialized circulation functions such as interlibrary loan, the notification of customers for holds, bills or delinquent accounts, as well as the coordination or referrals of customer accounts for collection. Work with customers to resolve or settle accounts or disputes.

OTHER DUTIES AND RESPONSIBILITIES

- Provide reference service and information assistance for customers as scheduled.
- Attend professional meetings, conferences, workshops, seminars, and training sessions.
- Occasional formal presentations to groups may be required.
- Perform 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 6-13 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Provides oversight of all divisional budget and expenditures.

If assigned to Circulation Services: Handles daily financial transactions with library customers, processes payments and receipts into the library's cash register for accounting purposes; further, the role counts, balances, or verifies the reconciliation of monies received, sets up cash drawer for business needs, prepares bank deposit and enters amounts into ledger accounts on cash report sheets.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to a Master's degree in Library Science from an American Library Association accredited university or Master's degree in a related field such as Information Systems or Business Management.

EXPERIENCE

- At least four (4) years of library experience, with one (1) year of supervisory experience in a library operations (cataloging, circulation, technology support) unit.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid, appropriate, state-issued driver's license, or the ability to obtain one, may be required.

KNOWLEDGE OF

- Computer Usage: Computer hardware and software applications including word processing and desktop publishing systems.
- 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.
- Budget Management: Developing plans and 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.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation and discipline.
- National and international standards developed to catalog library materials, provide controlled access points and classification.
- Accounting: Principles and practices, including general ledger, accounts payable, and accounts receivable.
- Statistical Principles: Principles dealing with the collection, analysis, interpretation and presentation of quantitative data.
- Database management systems: Concepts and processes related to maintaining and reporting information from library database systems.
- Library Operations: Principles and practices of library operations, catalog systems, reader's advisory, and reference services.

SKILLS AND ABILITIES IN

- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work
- Originality: Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Interactive Presentation: Effectively presenting information to groups and responding to questions.
- Time Management: Managing time wisely to complete assignments on time.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Supervisors frequently interact with a broad range of staff, within the library structure and other departments, as well as with the general public to answer queries about the library's collection or to resolve customer service issues related to customer accounts. Both assignments have day to day contact with staff at all levels of the library organization to answer questions relating to operational issues.

In addition, day to day contact occurs with volunteers, vendors or outside organizations such as the Friends of the Irving Public Library or with local school districts. Communications relating to customer accounts frequently contain confidential/ sensitive information necessitating discretion.

EQUIPMENT AND PROPERTY

This position operates a city and/or personal car, as well as city/library technology, which includes multi-line telephones, PCs, multi-function copiers and/or printers, and various 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 constantly required to carry, grasp, lift up to 10 pounds, listen, reach, see, sit, stand, talk, and walk. Frequently, s/he is required to drive a vehicle, lift up to 25 pounds, push or pull, and stoop. Occasionally, s/he is required to balance, climb, and kneel. Rarely, s/he is required to crawl.

WORK ENVIRONMENT

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

The noise level in the work environment usually is moderate. Duties are performed indoors in an office environment. Hazards may include exposure to disease / illness, dust/mold and angry/hostile customers.

* 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.