

Job Description

Job title: Supervisor 2, Reader's Advisory
Department: Learning and Information Services

Salary grade: N
Reports to: Associate Director, Information and Learning Services
Supervisory responsibilities: Yes (6 EEs / 2.75 FTEs plus temporaries)

Exempt: Yes (Professional)

Essential competencies that apply to all library employees:

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner.
- Work cooperatively with managers and co-workers.
- Demonstrate a commitment to diversity, equity, and inclusion.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Effectively use computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Show that essential job functions can be performed with little or no supervision.
- Work cooperatively with managers and co-workers.
- Comply with library policies and operational procedures.
- Comply with safety and security standards; keep workplace safe and clean.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential Leadership competencies that apply to supervisors, managers and directors:

- Direct and guide department or department unit in alignment with library strategic goals and objectives; ensure execution of efficient processes to maximize all library resources.
- Develop and model standards for internal and external customer service excellence.
- Respond to complaints and grievances in a professional and courteous manner.
- Effectively communicate department activities internally and externally.
- Demonstrate good judgment and effectively solve problems within the library's established policies and procedures; utilize operational knowledge to make sound decisions; weigh costs, benefits, risks, and chances for success in making a decision; anticipate possible problems and develop contingency plans.
- Maintain all types of records including library statistics, operational procedures, and budgets.
- Maintain confidentiality of personnel and patron information and records.
- Make hiring and promotional recommendations and decisions.
- Assess the knowledge, skills, attributes and needs of staff in order to plan, provide and evaluate training. Follow up to provide support and learning reinforcement.
- Ensure adequate staffing and scheduling to support priority goals and objectives.
- Establish priorities and deadlines for work assignments.
- Clearly define subordinate roles and responsibilities; motivate employees to perform; assign and delegates work effectively; apply consistent performance standards and expectations; handle performance problems decisively and objectively; lead by example.
- Monitor and document subordinate employee performance, milestones, and progress.
- Make recommendations regarding the performance of employees who perform poorly.
- Create a culture of support and provide pathways to success and remove obstacles that impeded success.

Job Description

Essential duties:

- Coordinate Readers Advisory activities, such as displays, Mercury Columns, online readers' advisory resources, and handouts.
- Assist customers in readers advisory, using library resources, and basic technology.
- Provide individual and group training for staff on the use of library resources, library procedures, online and downloadable library resources, readers advisory, and customer service.
- Serve as back-up for department operations when Learning and Information Services Associate Director is absent.
- Take primary responsibility for library building maintenance and security, customers, and staff when the director and associate directors are not present.
- Enforce library policies and procedures and is able to explain them clearly and respectfully to the public and staff.
- Cooperate in the development and maintenance of library collections of books, periodicals, audio-visual materials, and other materials.
- Cooperate in planning and/or implementing special projects or events as assigned.
- Provide individual and group training for public and staff in the use of library resources and library procedures.
- Supervise and evaluate Learning and Information Services Assistants with the assistance of the Learning and Information Services Associate Director.
 - Develop and implement training plans for Learning and Information Services Assistants.
 - Manage scheduling and emergency desk coverage at the second floor and the children's service areas.
 - Train new staff and manage development of existing staff.
 - Coordinate procedures.
 - Work with Learning and Information Services Associate Director and Supervisor 2, Technology, to fill open positions including screening applicants and interviewing candidates.
 - Establish and effectively implement performance expectations, goals, and plans.
 - Provide tools and help eliminate obstacles for employee/staff objectives.
 - Assign and organize tasks for the Learning and Information Services Assistants.

Education and formal training:

Required: Fifty percent completion of a Master's degree or equivalent in Library Science from ALA accredited university.

Preferred: Completion of a Master's degree or equivalent in Library Science from ALA accredited university.

Experience:

Required: A minimum of one year customer service experience.

Preferred: One year of supervisory experience and one year public library experience.

A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job may be considered.

Required knowledge, skills, and abilities:

- Knowledge of management and supervision principles.
- Ability to operate a PC, relevant computer software, and technology devices.
- Up-to-date knowledge of current library services technology.
- Thorough knowledge of library resources, materials, and equipment.
- Ability to instruct and train in methods & procedures.

Job Description

- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to speak to small and large crowds of people of all ages.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.

Budgetary responsibilities: Ability to record expenditures and stay within budgetary limit.

Physical and Environmental Factors:

The duties of this job include physical activities such as climbing, reaching, lifting (up to 20 pounds), moving carts weighing up to 150 pounds, walking, grasping, feeling, fingering, talking, hearing/listening, seeing/observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Must be able to work under pressure and urgent deadlines, manage distractions such as telephone calls and other disturbances and deal with unpleasant social situations such as irate or disturbed individuals. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions and activities.

Equipment operation: Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.