

## **BRANCH LIBRARY SUPERVISOR I**

### **MAJOR FUNCTION**

This position is library and clerical work providing library services to citizens living in rural areas of Marion County which includes providing reading materials, non-fiction information, and programs of interest to the community in a friendly and courteous manner.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Directs operations of a library branch. Monitors branch operations and customer service, ensuring any necessary corrections are made. Implements staff changes to improve activities and workflow.
- Oversees branch physical plant in terms of safety, security, cleanliness, use, and proper maintenance. Reports any problems in these areas to proper authority. Resolves customer service concerns and complaints.
- Pro-actively develops the branch materials collection. Studies the demographics and needs of the population served by the branch, and considers those factors when making material selections. Scans reviewing media/retrospective catalogs on an ongoing basis in order to identify potential additions to the collection. Knows and uses established criteria to select materials and evaluate the collection.
- Provides library service to patrons which includes, but is not limited to: assists the public with their needs for reader's guidance information and reference; assists and instructs patrons on the use of electronic resources, including OPAC, Internet, library software.
- Checks material in and out; shelves material on library shelves in proper Dewey decimal order; registers patrons for library cards; collects and issues receipts for fines and makes change; assists in the use of photocopier; answers the telephone; empties book drop; maintains and promotes the characteristics of excellent customer service in assigned area of responsibility.
- Serves as an effective liaison between the library and the community. Seeks opportunities to meet and interact with local community leaders. Plans and promotes programs for the branch that are age appropriate, of interest to the community, and that respond to local needs.
- Collects and maintains statistical records necessary to evaluate accomplishment of service goals and objectives. Reports monthly branch activity and quarterly in-library use survey.
- Communicates with library administration regarding branch needs.

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- Prepares branch budget which includes new and present staff, materials, maintenance, equipment, and all supplies necessary for proper operation of branch.
- Assists in the selection of staff; trains, schedules, supervises, and evaluates staff, volunteers, and community service workers.
- Makes bank deposits using daily cash reports, daily receipts, cash transmittal reports, and bank deposit slips.
- Communicates with and maintains effective working relationship with the Friends of the Library.
- Performs various clerical duties which include: completes, sorts, and files registration forms, types various correspondence, checks in mail and faxes, prepares requested materials, makes photocopies, maintains supplies, and operates various equipment.
- Possesses a working knowledge of all aspects of the library's automated system that pertain to this position. Resolves system use problems for less experienced workers without having to consult others. Accurately updates and adds records to the system, as required.
- Maintains access to the Library's Materials Collection by implementing circulation control procedures and by preserving the physical appearance and order of collections through shelving and shelf-reading. Sorts returns and arranges on shelves and carts for re-shelving.
- Inspects items for damage, follows through with lost and damaged materials' procedures when appropriate. Routes items as received by the library through interlibrary loan or reciprocal borrowing programs. Routes reserve requests into circulation control system. Notifies borrowers of reserved item availability. Searches for reserve, rotation, missing, claims returned, lost, and other materials, as needed.
- Performs opening and closing duties, including lock-up procedures and floor duty.
- Carries out policies, procedures, and established practices of the County's library system.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Performs other duties as assigned.
- Mends used material and processes new material.
- Designs and prepares various decorations, bibliographies, exhibits, or displays.

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- Necessary building maintenance of the facility, which includes but is not limited to: empties the trash, vacuums, sweeps, and wipes down surfaces, as needed.
- Bookmobiles: manually pumps fuel into vehicle. Inspects vehicle daily, for maintenance concerns.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, media, and customers of the department. Service is provided in person, by mail, via e-mail, or by phone contact.

### **SUPERVISION**

Officially designated as a lead worker over one or more employees, volunteers, and community service workers. Continual work guidance, review of work product, and resolution of work problems. Evaluates job performance of staff. Supervises a branch library serving less than 5,000 registered borrowers.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience.**

BA/BS degree, one year library experience, and two years experience that includes broad exposure and practical application of courteous customer service, use of personal computers, and general administrative support; or equivalent combination of education and experience.

#### **Licenses.**

Valid Florida Driver License for Supervisors of stationary facilities. Bookmobile Supervisors are required to have a valid Class A Florida Commercial driver's license (CDL –A).

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

#### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees in the organization.

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### **Mathematical Skills**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Problem Solving Abilities**

- Ability to apply common sense understanding to carry out instructions furnished in written or oral, or diagram form.
- Ability to deal with problems involving concrete variables in standardized situations. Can explain records and procedures to others as lead worker. Requires judgment in selection of procedures, methods, tools, and equipment to accomplish tasks.

### **Specialized Skills and Abilities**

- Knowledge of standard library principles, methods, materials, and practices. Knowledge of theory and objectives of a public library system.
- Ability to function independent of constant, direct supervision. Ability to use independent judgment to resolve patron concerns.
- Ability to direct staff, volunteers, and community service workers.
- Knowledge of literature and the ability to share this knowledge.
- Ability to work a flexible schedule, including days, evenings, and weekends.
- Ability to think creatively and suggest both solutions and ways to gather data.
- Ability to set priorities and meet multiple deadlines.
- Bookmobiles: Ability to drive a manual transmission vehicle.
- Ability to apply knowledge of the community in which the library is located.
- Ability to deal with the public and co-workers in a courteous, professional, and tactful manner and to establish and maintain an effective working relationship with the public and co-workers.
- Proficiency in the use of current personal computer technologies, e.g., Internet research, word processors, spreadsheet applications, desktop publishing software, current operating systems, database applications, electronic mail.
- Ability to learn and utilize specialized computer software and hardware.
- Knowledge of and ability to use current electronic information delivery systems relevant to the field of library science and electronic database management.

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- Ability to communicate verbally and in writing and to communicate ideas, concepts, information or instructions to others. Ability to understand, issue, and follow oral and written instructions.
- Ability to pay close attention to detail.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment.**

Equipment includes a personal computer with printer, bar code scanner, calculator, FAX machine, TTY, copy machine, telephone, and various office implements. A truck and trailer is standard equipment for the bookmobile Branch Library Supervisor I.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to stand, use hands to finger, handle, or feel, reach with hands and arms, talk and hear; the employee is frequently required to walk, stoop, kneel, or crouch; to sit and climb or balance; and will be required to lift up to 25 pounds, and to push/pull 100 pounds or more. The noise level for this job is moderate. Vision requirements are close, distance, color, peripheral, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently be exposed to fumes and airborne particles. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

Established: 1/99

Pay Grade: 10

Job Description Number: 1158

Category: 1

Status: NE

Revised: 5/2010