

## **BRANCH LIBRARY SUPERVISOR II**

### **MAJOR FUNCTION**

This position is professional library work providing library services to citizens living in Marion County. Work includes management of a branch, and providing reading materials, nonfiction 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 plan in terms of safety, security, cleanliness, use, and proper maintenance. Reports and 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 materials selections.
- Scans reviewing media/retrospective catalogs on an on-going basis in order to identify potential additions to the collection. Knows and uses established criteria to select materials and evaluate the collection.
- Provides for on-going functions, addresses plans for future and correction of problems, shows innovative approaches to meeting library branch objectives.
- Communicates with library administration regarding branch needs.
- Prepares branch budget which includes new and present staff, materials, maintenance, equipment, and all supplies necessary for proper operation of branch.
- Ensures maintenance of branch infrastructure which includes anticipated needs and takes steps to ensure that staff have necessary supplies and equipment.
- Acts as communication channel between branch staff and library administration. Keeps staff informed. Meets regularly with staff, willingly considers new ideas and suggestions from subordinates, peers or supervisors, and responds thoughtfully and respectfully.
- 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;

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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.
- 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, 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.

### **SECONDARY FUNCTIONS**

- Performs other duties as assigned.
- Mends used material and processes new material.
- Designs and prepares various decorations, bibliographies, exhibits, or displays.
- Necessary building maintenance of the facility, which includes but is not limited to: empties the

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trash, vacuums, sweeps, and wipes down surfaces, as needed.

### **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**

Responsible for directly and regularly supervising work of a relatively small number of employees (two or more), as well as volunteer and community service workers, with no indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations. Supervises a branch library serving 5,000-10,000 registered borrowers.

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

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

BA/BS degree, one year library experience, and three years experience that includes broad exposure and practical application of courteous customer service, use of personal computers, and general administrative support; one year of which shall be in a supervisory capacity; or equivalent combination of education and experience.

#### **Licenses.**

Valid Florida Driver License.

### **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, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, and/or boards.

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### **Mathematical Skills**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

### **Problem Solving Abilities.**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Participates in development of procedures, plans, policies, specifications, and programs.
- Functions independently as an expert in matters of specialized code, rules, policy, analyses, advanced budgetary, accounting systems, or complex scientific or technical systems.

### **Specialized Skills and Abilities.**

- Knowledge of standard library principles, methods, materials, and practices. Knowledge of theory and objectives of a public library system.
- Knowledge of literature and the ability to share this knowledge.
- Ability to work a flexible schedule, including days, evenings and week-ends.
- Ability to think creatively and suggest both solutions and ways to gather data.
- Ability to set priorities and meet multiple deadlines.
- 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 effective working relationships 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.
- Knowledge of and ability to use current electronic information delivery systems relevant to the field of library science and electronic database management.
- Ability to develop and utilize advanced search methodologies.
- Ability to learn and utilize specialized computer software and hardware.
- Ability to communicate verbally and in writing and to communicate ideas, concepts, information or instructions to others. Ability to understand, follow, and issue oral and written instructions.

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- Ability to pay close attention to detail.
- Ability to function independent of direct supervision. Ability to use independent judgment to resolve patron concerns. Ability to direct staff, volunteers, and community service workers.
- 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.**

This employee will be required to operate a computer with printer, calculator, telephone, fax machine, TTY, copy machine, bar code scanner, and various audio and video equipment in the completion of the tasks.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit, talk or hear, stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee is frequently required to climb or balance, stoop, kneel, and crouch, and occasionally crawl, lift up to 25 pounds. The noise level for this job is moderate. Special vision requirements are close, distance, color, peripheral vision, 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 or 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.

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Pay Grade: 13

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Category: 2

Status: E

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