

Position Title: Library Services Supervisor

Department: Library and Collection Services

Reports To: Library and Collection Services Manager

Hours: Full-Time (37.5 hours/week)

Job Classification: 109

FLSA Status: Exempt

Certification Level: LC6

POSITION SUMMARY:

Under the general direction of the Library and Collection Services Manager, the Library Services Supervisor oversees the scheduling and quality of reference service performed at the desk to ensure customer informational and instructional needs are being met. Oversees library services including basic computer and technology assistance, homebound outreach services, readers' advisory, interlibrary loan, and adult programming. Serves as head of the Adult Programming Team and coordinates all aspects of adult programming for the library in accordance with the PGTPL Adult Program Plan.

SUPERVISORY RESPONSIBILITIES:

Direct supervisor of Library Assistants and Librarians

EDUCATION AND CERTIFICATION REQUIREMENTS:

- Masters of Library Science degree from ALA-accredited school
- Ability to acquire a Librarian Certificate 6 (LC 6) as described by Librarian Certification Administrative Rule 590 and the Indiana Public Library Certification Manual

SPECIFIC KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Public library programming experience preferred
- Library reference work experience, public library preferred
- Three years management or supervisory work experience

ESSENTIAL DUTIES:

- Ensures Library Assistants are properly trained in all aspects of technology and library resources;
- Oversees development of and conducts departmental programming or instruction in use of library resources on and off site; participates and helps create other programming as needed;
- Coordinates the work of the adult programming team;
- Ensures continual promotion of library programs and resources with collaboration of promotional and marketing staff;
- Oversees interlibrary loan services and Homebound services;
- Works with staff to create displays and shelving arrangements for optimal usage of library materials and resources;
- Helps maintain departmental and public equipment and supplies;
- Ensures safe, orderly, and neat main desk area for staff and patrons; keeps informational handouts up to date and accessible;
- Works with other LCS Supervisors and LCS manager to effectively schedule staff to best meet customer and library needs;
- Performs evaluations of supervised staff on an annual basis;
- Submits approved timecards for supervised staff in a timely manner;

- Participates in the selection, supervision, training, development, and evaluation of LCS staff as needed;
- Covers at other service desks as needed; serves as Manager-In-Charge on designated nights and weekends.

GENERAL KNOWLEDGE AND EXPECTATIONS:

- Provides prompt, attentive, friendly customer service, in-person and by phone;
- Adequate proficiency in the use of computers, tablets, mobile devices, applications, and app stores, as well as standard office technology (software, peripherals, and public equipment);
- Excellent English communication skills (oral and written), as well as presentation and instructional skills; bilingual language skills helpful;
- Possesses excellent interpersonal and customer service skills, with the ability to interact harmoniously and communicate well in a timely manner;
- Exhibits strong organizational and problem-solving skills and is able to work independently and efficiently with minimal supervision;
- Familiarity and interest in current books, authors, movies, music, general interests, technological equipment, and technological trends;
- Awareness of current public library practices, trends, and technologies;
- Participation in library events and outreach efforts;
- Attends and participates in staff and departmental meetings; willingness to serve on committees at a library and consortial level;
- Attends workshops, roundtables, webinars, and conferences that are relevant to job position and makes suggestions for improved services and work processes accordingly;
- Maintains a neat, clean, and professional appearance;
- Complies with library policies and procedures; supports and contributes to overall library mission and goals;
- Maintains reliable attendance by arriving to work as scheduled and on time;
- Other various duties as assigned.

WORKING CONDITIONS:

This position is primarily performed in an office environment. Applicant must possess the physical dexterity and mobility to work throughout a large, fast-paced service area; must be able to safely carry items and maneuver carts weighing at least twenty pounds, with some bending, stretching, and reaching included.

Background investigations are required, however a criminal history will not necessarily exclude an individual from consideration for a position or from continuing employment.

POSITION HOURS:

This is a full time position and requires 37.5 hours per week, including some nights and weekends.

SALARY:

This position is classified as a Level 109 on the Library's salary schedule.

Salary range begins at \$31,687.50 and is commensurate with experience.