

**LIBRARY SERVICES SUPERVISOR - REFERENCE**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

**JOB OBJECTIVES**

To supervise, train, assign, evaluate and participate in the work of Adult and Youth Services librarians and volunteers responsible for providing assistance, education and information to patrons on library use, promoting and publicizing library services, and planning library programming; to oversee and participate in all work activities; to ensure work quality and adherence to established policies and procedures; and to perform a variety of technical tasks relative to assigned area of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Library Director.

Exercises direct supervision over Adult and Youth Services librarians and volunteers

**ESSENTIAL JOB FUNCTIONS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

1. Plan, prioritize, supervise and participate in the work of adult and youth services staff and volunteers responsible for the reference, programming and publicity services of the library.
2. Assign work and evaluate work performance of supervised employees and volunteers.
3. Participate in the recruitment and selection of new adult services and youth service employees; make hiring recommendations.
4. Train new and existing employees; work with employees to correct deficiencies; implement disciplinary procedures.
5. Establish schedules and methods for providing library services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
6. Receive time sheets and other personnel information; review information for accuracy and completeness; assist in preparing payroll information; maintain confidentiality.
7. Participate in budget preparation and implementation; prepare cost estimates for budget recommendations; submit justifications for requests; monitor and control expenditures.
8. Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.
9. Recommend and assist in the implementation of goals and objectives; implement approved policies and procedures; prepare analytical and statistical reports on operations and activities.
10. Act as liaison for the Library with other divisions, departments and outside agencies; negotiate and resolve sensitive and controversial issues.

**CITY OF FOREST GROVE**

**Library Services Supervisor - Reference (*Continued*)**

11. Serve as Library contact for automated computer systems related to areas of responsibility; assist in systems development and implementation; work with City's IT department to install and troubleshoot hardware and software.
12. Perform professional library functions within the adult and youth services sections of the library; provide the public with information on services, policies and procedures; provide assistance to library patrons of all ages in locating various materials; explain use of automated catalog systems, indexes and databases; recommend materials to patrons using standard bibliographic sources; locate materials on shelf.
13. Instruct patrons on how to access library e-content, including personal computers, tablets and other devices; troubleshoot patron complaints and problems related to e-content.
14. Determine patrons' needs through the reference interview process; identify appropriate sources for obtaining books and other materials that the library does not own; suggest resources from the library's collection or from other libraries.
15. Research, evaluate and recommend the purchase of materials for the adult and youth services sections collections; maintain awareness of trends in book publishing through reading appropriate library and related journals.
16. Evaluate and recommend items for withdrawal from the adult and youth services sections collections; analyze subject areas on a regular basis to ensure adequacy and currency of materials.
17. Manage inter-library loan program; receive patron requests; research availability; coordinate receipt, distribution and return of requested materials.
18. Acts as person in charge with reference to facility and maintenance related problems as needed; determine space requirements, move and arrange items, equipment, shelving and tabling as necessary.
19. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of library science and technology services; facilitate training opportunities for supervised staff.
20. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operations, services and activities of a public library.

Principles of supervision, training and performance evaluation.

Operational characteristics of computer systems used in library services.

Computerized cataloging, bibliographical and circulation systems and databases.

Principles and practices of budget preparation and administration.

Modern office equipment including computers and supporting word processing and spreadsheet applications.

Principles and practices of record keeping.

Pertinent Federal, State, and local laws, codes and regulations.

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New and emerging technologies used in library services and of interest to patrons.  
Operational characteristics of computer systems and devices used in library services.

**Ability to:**

Supervise, organize and review the work of lower level staff.  
Select, supervise, train and evaluate staff.  
Interpret and apply administrative and departmental policies and procedures.  
Perform research using various reference materials.  
Operate computerized cataloging, bibliographical, acquisition and circulation data systems.  
Organize and coordinate programs relating to library services.  
Assist library patrons in response to complex library questions.  
Troubleshoot minor problems on personal computers, laptops, and devices.  
Assist patrons in accessing library e-content.  
Prepare clear and concise administrative reports.  
Operate a variety of office equipment including a computer and associated programs and applications.  
Respond to requests and inquiries from the general public.  
Understand and carry out oral and written instructions.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective relationships with those contacted in the course of work.

**Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education:**

Master's degree in Library or Information Science from an accredited college or university.

**Experience:**

Four years of increasingly responsible library experience, including two years of supervisory responsibility, and experience supporting e-content devices.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Library environment; extensive public contact; exposure to computer screens.

**Mobility:** Incumbents require mobility to work in a library setting and operate office equipment; moderate to extensive use of computer keyboard.

**Vision:** Vision sufficient to read small print, computer screens and other printed documents.