

## LIBRARY SUPERVISOR 1 - 3

### CLASS DESCRIPTION

#### General Responsibilities:

This is responsible supervisory and advanced-level professional library work in providing leadership, coordination and management of staff, library collections and assigned facilities. This class is also characterized by primary emphasis on the development, improvement and implementation of a major library program or department. Work may involve serving in a Supervisor in Charge rotation ensuring adequate staffing at various locations/departments on a daily basis. Under the general direction of the Library Associate Director, employees are charged with considerable independence in overseeing effective and efficient library services and directing innovative programmatic improvements in alignment with the Library's vision, mission and service philosophy.

Progression to Library Supervisor 2 and 3 is not automatic, but rather is dependent upon the incumbent taking on responsibility for the Central library, more than one library location and/or for a substantial on-going systemwide program responsibility, as well as the needs of the agency and is generally accomplished through competition or a position study.

#### *Library Supervisor 1*

This is responsible supervisory and advanced-level professional library work in providing leadership, coordination and management of staff, library collections and facilities at one neighborhood library with no substantial on-going systemwide program responsibility.

#### *Library Supervisor 2*

This is responsible supervisory and advanced-level professional library work in providing leadership, coordination and management of staff, library collections and facilities at two neighborhood libraries OR one neighborhood library and substantial on-going systemwide program responsibility.

#### *Library Supervisor 3*

This is responsible supervisory and advanced-level professional library work in providing leadership, coordination and management of staff, library collections and facilities at two neighborhood libraries or the Central library each with substantial on-going systemwide program responsibility OR oversight of a major functional department with systemwide impact (i.e., Youth Services and Borrower Services).

## Examples of Duties and Responsibilities:

### *Library Supervisor I*

Direct the activity of professional, paraprofessional, administrative and hourly staff. Assign, monitor, mentor and coach staff. Recommend discipline as appropriate. Participate in employee interview and screening process. Facilitate staff development by assessing training needs and facilitating training; develop and utilize full range of employee skills and abilities. Provide effective communication and leadership in building effective teams and responding to change. Provide leadership in problem solving; explore and implement system solutions. Teach and model exceptional customer service skills and techniques.

Coordinate diverse collection development activities. Participate in the development, maintenance and evaluation of collection(s), and exercise professional judgment in recommending the purchase of library materials, and/or removing outdated or unwanted materials, as necessary. Analyze data and maintain awareness of collection relevance to customer needs and recommend changes, as appropriate.

Oversee library reference activities at assigned neighborhood libraries. Provide professional library reference services for customers (in-person, by phone, FAX or via e-mail). Interview customers to identify the nature of desired information. Model effective customer interaction techniques. Utilize the internet and electronic databases, library collections, and/or other sources to meet or anticipate customer needs. Provide instruction and consultation to customers on the use of computers, print materials and other reading, listening and viewing options. Provide reader's advisory for informational and recreational needs.

Coordinate innovative programming in response to service area(s) needs. Participate in the professional development, promotion and implementation of library programming (e.g., local outreach and community relations, children's programming, library tours, topical book displays, etc.).

Provide leadership in community needs assessment. Analyze targeted library service areas in order to identify unserved or underserved customers; coordinate new and traditional library services to respond to identified needs. Conduct focus groups and customer surveys as part of ongoing library planning and evaluation.

Collaborate with City agencies, other community organizations and groups to promote use of library resources and meet the community's needs for services. Serve on and represent library at Neighborhood Resource Teams.

Lead and/or participate in various library development project teams and various committee activities to establish, evaluate and improve library policies, procedures, programs and services. Lead the analyses of neighborhood library work processes; and coordinate their implementation.

Manage budget and grant funding and expenses. Prepare various grant proposals, correspondence, and budgets as appropriate.

Recommend facilities improvements relative to programmatic functions, space, furnishings and equipment, etc. Assess and communicate technology needs. Perform basic hardware and peripheral troubleshooting procedures, and report problems as needed.

Observe, analyze and participate in all public service functions and support activities in order to monitor performance and analyze process. Participate in circulation functions.

Coordinate activities and efforts of Library Friends organizations and volunteers.

Perform related work as assigned.

#### *Library Supervisor 2*

Perform all work consistent with the class of Library Supervisor 1 at two library locations OR at one library location with responsibility for a substantial on-going systemwide program.

Plan, develop, improve and lead the implementation of a substantial systemwide library program on an on-going basis.

Perform related work as assigned.

#### *Library Supervisor 3*

Perform all work consistent with the class of Library Supervisor 2 at two neighborhood libraries or the Central library each with substantial on-going systemwide program responsibility OR provide oversight of a major functional department which has systemwide impact.

Assume responsibility for library-wide programs and services (e.g. Youth Services, Borrow Services, etc.). Plan, develop and direct the implementation of the library programs, functions, and services of a Library Division. Evaluate and improve Department processes and procedures. Develop and recommend Library Department policies, procedures, staffing and resource allocation plans.

Participate in the administration of the Madison Public Library and evaluate library services. Participate in the formulation of library-wide policies and procedures. Assist in formulating long-range and strategic plans and in collecting and evaluating data and information relevant to long-range plans and annual goals and strategies. Provide leadership in the workforce by communicating and building support for the library's strategic direction.

Prepare and present various statistical and narrative reports. Represent departmental interests before the Library Board, community groups and governmental agencies.

Perform related work as assigned.

## QUALIFICATIONS

### **Training and Experience:**

Generally, positions in this classification will require:

#### *Library Supervisor 1*

Four years of experience performing responsible professional library work as a librarian, including experience performing a wide variety of library-related tasks comparable to tasks performed as a Librarian 2 with the City of Madison. Such experience would normally be gained after graduation from an accredited library school with a master's degree in library or information science. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

#### *Library Supervisor 2*

Four years of experience performing responsible professional library work as a librarian, including experience performing a wide variety of library-related tasks comparable to tasks performed as a Librarian 2 with the City of Madison. Such experience would normally be gained after graduation from an accredited library school with a master's degree in library or information science. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

#### *Library Supervisor 3*

Four years of advanced-level professional library work in providing leadership, coordination and management of staff, library collections and assigned facilities. This work must include at least two years experience in overseeing a branch or division with supervision of staff responsibilities. Such experience would normally be gained after graduation from an accredited library school with a Master's Degree in Library or Information Science. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

## **Knowledge, Skills and Abilities:**

### *Library Supervisor 1*

Thorough knowledge of library science theories, principles, practices and terminology applicable to a public library. Thorough knowledge of automated and manual library systems. Thorough knowledge of professional library reference and collection development strategies and resources. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Ability to provide leadership in developing and implementing major library programs. Ability to direct library programs requiring a high degree of judgment and expertise. Ability to develop, recommend, and implement policies and procedures. Ability to supervise staff. Ability to develop and provide training to staff. Ability to oversee and coordinate staff and library activities. Ability to model exceptional customer service skills, including exhibiting respect and sensitivity to a diverse clientele. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to work effectively with multicultural populations. Ability to maintain adequate attendance.

### *Library Supervisor 2*

Thorough knowledge of library science theories, principles, practices and terminology applicable to a public library. Thorough knowledge of automated and manual library systems. Thorough knowledge of professional library reference and collection development strategies and resources. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Ability to provide leadership in developing and implementing major library programs. Ability to direct library programs requiring a high degree of judgment and expertise. Ability to develop, recommend, and implement policies and procedures. Ability to supervise staff. Ability to develop and provide training to staff. Ability to oversee and coordinate staff and library activities. Ability to model exceptional customer service skills, including exhibiting respect and sensitivity to a diverse clientele. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to work effectively with multicultural populations. Ability to maintain adequate attendance.

### *Library Supervisor 3*

Thorough knowledge of library science theories, principles, practices and terminology applicable to a public library. Thorough knowledge of professional library reference and collection development strategies and resources. Thorough knowledge of automated and manual library systems. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of public administration principles and practices. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Ability to develop and implement major library programs with a high degree of judgment and expertise. Ability to actively participate in the general administration of the library; to formulate long-range and strategic

plans; and to provide management leadership. Ability to plan, develop and direct the programs, functions, and services of a library department. Ability to develop library operating procedures and processes. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships. Ability to work effectively with multicultural populations. Ability to supervise and coordinate professional library program activities and staff. Ability to hire, train, supervise and evaluate staff and to maintain effective employee relations. Ability to maintain adequate attendance.

**Necessary Special Qualifications:**

Ability to meet the transportation requirements of this position. The incumbent in this position may be expected to travel to the different libraries or community locations throughout the City of Madison.

**Physical Requirements:**

Physical strength, dexterity and acuity in locating, lifting and shelving library materials (of varying weights and formats). Employees in this position must be able to lift/carry objects weighing up to 50 pounds (equivalent to a bucket of books) and must be capable of pushing wheeled carts of books and other materials weighing up to 200 pounds onto and off elevators and across carpeted areas. In addition, they must be able to frequently stand, walk, bend, kneel, stoop, reach overhead, and repeatedly lift books weighing as much as three pounds.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Library Supervisor 1	18	08
Library Supervisor 2	18	09
Library Supervisor 3	18	10

Approved: \_\_\_\_\_  
Erin Hillson  
Human Resources Director

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