



CITY OF MESQUITE

JOB DESCRIPTION

JOB TITLE: Library Services Supervisor-Technical Services

JOB NO: PM015222

JOB FAMILY: Professional

FLSA: Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To supervise, assign, review and participate in the work of staff responsible for providing library services in the assigned area in the library; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

General supervision is provided by the Director of Library Services. Responsible for supervision of Senior Library Assistant and Library Assistants.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct & Rules of Behavior outlined in chapter 8 of the General Government Policies and Procedures Manual.
2. Plan, prioritize, assign, supervise and review the work of staff responsible for providing library services in the assigned area of the library.
3. Coordinate library purchases; maintain and administer a book-ordering schedule.
4. Oversee the maintenance of library materials, holdings and records; monitor collection materials; identify needs for replacement or repair; oversee, direct and initiate appropriate actions.
5. Supervise, direct and coordinate the acquisition, cataloging, processing and inventory of all purchased books, audiovisual equipment and materials, and other library material.
6. Assign, supervise and participate in processing cataloging changes; monitor the maintenance and update of the online catalog.
7. Administer the library system's automation system; oversee the direct data entry of all library records.
8. Troubleshoot minor computer hardware and software problems; act as the liaison with the City of Mesquite Information Technology Department.
9. Participate in the selection of library staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures. Provide timely, accurate and thorough Performance Reviews for supervised employees.
10. Participate in the preparation and administration of the technical services section of the library budget; submit budget recommendations; monitor expenditures.
11. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing library services; implement policies and procedures.
12. Oversee system-wide circulation policies and procedures.

13. Prepare various reports on operations and activities including circulation statistics and library programs.
14. Respond to and resolve difficult and sensitive inquiries and complaints from library patrons.
15. Apply and implement technology grants on behalf of the library; prepare financial and progress reports in compliance with grant guidelines.
16. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of library science.
17. Coordinate activities and services with other libraries.
18. Respond to and resolve building maintenance calls; ensure building is secured at closing; report building maintenance problems to appropriate personnel.
19. Work as a cooperative and supportive member of the Library team.
20. Provide the best possible customer service to the public.

OTHER DUTIES AND RESPONSIBILITIES

1. Research, identify and implement programs to meet community needs and interests; prepare news releases, flyers.
2. Assist at the circulation desk as necessary.
3. Register and assist patrons at the public access computer workstations.
4. Assist in planning, scheduling and conducting computer related classes for the public.
5. Assist library patrons in using the library including responding to reference questions.
6. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

Master of Library Science from an American Library Association accredited college or university.

EXPERIENCE

Two years of increasingly responsible experience as a librarian including one year of lead responsibility.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

COMPETENCIES

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are...

- 1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

The five supervisor competencies are...

- 1) Leadership & Results Orientation;
- 2) Coaching, Mentoring and Developing Employees;
- 3) Communications and Maintaining an Open Mind;
- 4) Vision & Innovation; and
- 5) Empathy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Operations, services and activities of a public library program.

Principles of supervision, training and performance evaluation.

Principles and practices of library science.

Modern and complex principles and practices of library cataloging and classifications.

Dewey Decimal Classification System.

Procedures, methods and techniques of selecting library reference material.

Library programs and services and their relationship to community needs.

Literature that appeals to general and specific audiences and interests.

Purchasing policies, procedures and guidelines.

Modern office procedures, practices, methods and computer equipment including Microsoft Word, Excel, PowerPoint and Access.

Pertinent federal, state, and local laws, codes and regulations.

Basic principles of computer networks and library automation systems.

Skill in:

Assembling and preparing data for report presentations.

Resolving disputes or complaints brought by patrons.

Ability to:

Work varied shifts depending upon assignment.

Supervise, organize, and review the work of professional, technical, and clerical personnel.

Select, supervise, train and evaluate staff.

Recognize and resolve minor computer hardware and software problems; direct more difficult computer-related problems to the appropriate Technical Support Staff.

Interpret and explain City library policies and procedures.

Identify and respond to community literature needs.

Prepare clear and concise reports.

Tactfully respond to requests and inquiries from the public.

Communicate clearly and concisely, both orally and in writing.

Work in a team environment.

Work effectively with people from diverse social, economic and racial backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work including City officials and the general public.

Pass a medical physical examination and drug test.

Meet the City's driving standards.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *reading and writing*
- *operating assigned equipment*
- *communicating with others*
- *making observations*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting for extended periods of time*
- *pushing and pulling book trucks that require up to 30 lbs. of pressure to move.*

Director of Human Resources

Date

Department Director

Date

DATE ISSUED: February 1993

REVISION DATE: March 2002; January 2010