

Spokane County Library District

CLASSIFICATION: 10

POSITION TITLE:

Branch Supervisor

GENERAL PURPOSE:

Supervises the day-to-day operations of a community library. Provides direct service to the public. Promotes the mission and objectives of the District through effective community relations.

POSITION SUMMARY:

Under the direction of a Branch Services Manager and other regional supervisors, the Branch Supervisor is responsible for supervising the work of clerical and page staff providing services to the public. Oversees workflow and day-to-day operations. Provides intermediate level reference services and readers' advising, storytime presentations as scheduled, and circulation services when needed. Maintains involvement in and actively promotes the library to the community by participating in community events and civic and community organizations in a manner that enhances the role of the library within the community. Coordinates the resolution of any issues pertaining to building security or maintenance with the Branch Services Manager and/or maintenance personnel.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervises the day-to-day operations of a branch library; assists in planning, developing, and delivering programs and services that meet the needs of customers. Coordinates with the appropriate department to resolve issues pertaining to buildings, equipment, materials and daily business operations.

Provides direct service to customers in person, over the telephone or by email, Assists customers in the use of library resources, performs readers' advising and reference services; refers complex reference questions to the resource library; assists in circulation as needed.

Responds to customer inquiries regarding library services and operations; refers inquiries to other departments or staff as appropriate

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

Provides individual instruction to customers in the use of library materials, services and equipment.

Conducts programming such as storytimes; assists in promoting and implementing programs.

Promotes the mission and objectives of the District through effective community relations. Interacts with local civic organizations, schools, Friends of the Library, and other community groups to promote District programs and services.

Assists in collection development by recommending materials for the branch based on unique community interests and collection guidelines; under the guidance of Librarians and/or Adult/Youth Services managers, assists in collection maintenance by performing weeding activities following District guidelines.

Provides effective direction to assigned staff to ensure customer service needs are met; schedules assigned staff.

Responsible for interviewing, selecting, supervising, and evaluating job performance; identifies training needs, and ensures identified training is completed in a timely manner. Provides input for assessing the job performance of other staff not under their direct supervision.

May assist in selecting and delivering materials for outreach services.

Attends work on a regular and dependable basis.

Performs repetitive motion using arms and wrists, stooping, bending, stretching and lifting up to 40 pounds of library materials, standing for long periods of time;

Hear, see, speak, and listen to individuals in order to successfully interact with staff and customers;

Read materials in print or electronic format;

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of

- Principles and practices of quality customer service;
- Library resources, programs, and services in a public library;
- Principles and practices of supervision;
- Principles of intellectual freedom and open access;
- Personal computer systems and associated software.

Ability to:

- Consistently demonstrate quality customer service behavior(s);
- Maintain confidentiality of customer information;
- Train subordinate staff in quality customer service behaviors;
- Communicate effectively with staff and customers both orally and in writing;
- Manage detail; recognize and set priorities;
- Work effectively with co-workers and customers in a cooperative and respectful manner;
- Use computer systems, monitor, keyboard and mouse and various software programs to access appropriate information, such as customer accounts, timesheets, email, intranet news, documents;
- Establish and maintain effective working relationships;
- Read materials in print and electronic format;
- Use problem solving skills, initiative, and sound judgment; manage confidential information;
- Work quickly and accurately; follow directions; meet deadlines;
- Lift office supplies, books, and other materials, weighing up to 40 pounds;
- Transport oneself to other locations to perform work and/or attend work related meetings, workshops, or conferences.

MINIMUM QUALIFICATIONS:

Bachelor's degree in liberal arts or related field required; Three years direct customer service experience, including two years recent work experience in a library that includes circulation, collection maintenance, readers' advising, and reference. Public library experience preferred. Two years recent supervisory experience. (Five years recent work experience as a Public Services Clerk with Spokane County Library District may substitute for the above requirements.) Working knowledge of personal computers and experience using word processing, spreadsheet, or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training, or experience that assures satisfactory performance of essential job functions;

Must be able to successfully pass a background check;

Valid driver's license and normal risk insurability preferred;

Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

General office equipment including, but not limited to, personal computer, mouse, keyboard, computer screen, with associated office software, library information systems, and the Internet.

Uses common off-the-shelf products to clean and process library materials and surfaces.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in library environment while standing or sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity in order to successfully interact with customers and co-workers. May occasionally push/pull items, and/or lift/carry items up to 40 pounds, reach with hands and arms, stoop, bend or kneel as needed. Vision requirements include close vision and ability to adjust focus. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops, or conferences is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Class: Non-Exempt, Exempt

Salary Range: N10, E10

Revised: 06/02/09; 02/02/10; 03/11/11; 08/08/11