

Position Title	Library Supervisor		
Working Title			
FLSA Status	Eligible	Job Code	1025
Salary Band	MP1	Revised	1/2019

General Purpose

With oversight from the Operations Manager, this position supervises day-to-day operations of a District library and the work of library staff. Conducts library programs and provides service to library customers.

Illustrative Examples of Duties and Responsibilities

Coordinates with the appropriate department to resolve issues pertaining to buildings, equipment, materials and daily operations.

Assists Librarians and Public Services Managers in planning, developing, and delivering programs and services that are responsive to identified community needs and align with strategic goals and objectives.

Conducts library programs such as Storytimes, training classes, and programs; hosts cultural events.

Assists Librarians in developing effective community partnerships that leverage District programs and services for communities.

May support Librarians by participating in community events and civic organizations.

Recommends revisions to policies, procedures and/or processes to improve workflow and/or customer experience.

Provides prompt and friendly service to library customers. Instructs library customers in the use of library equipment and technology, including but not limited to, logging in and out of public computer and printing stations; using material check-out computers and equipment; accessing library account information and paying fines and fees online; searching the library catalog and placing holds; searching online databases, and using online learning tools. Assists library customers in the use of tablets, e-readers, and other personal technology.

Responds to customers inquiries regarding library services and operations; resolves complaints; refers inquiries or issues to other departments or staff as appropriate.

Assists in collection development by recommending materials; under the direction of Collection Services, performs assigned collection maintenance tasks.

May write blogs, articles, reviews or other written pieces as assigned.

Serves as the District liaison to local Friends of the Library

Performs other related duties as assigned.



www.sclld.org
 Administrative Offices
 509.893.8200
 fax 509.893.8472

Airway Heights Library
 509.893.8250
 Argonne Library
 509.893.8260

Cheney Library
 509.893.8280
 Deer Park Library
 509.893.8300

Fairfield Library
 509.893.8320
 Medical Lake Library
 509.893.8330

Moran Prairie Library
 509.893.8340
 North Spokane Library
 509.893.8350

Otis Orchards Library
 509.893.8390
 Spokane Valley Library
 509.893.8400

Supervision

Reports to: Operations Manager
May Supervise: Library Page; Library Assistant; Public Services Associate

Minimum Qualifications

Required

- Bachelor's degree
- Three years recent direct customer service experience
- Two years recent supervisory experience

Preferred

n/a

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of

- Library resources, programs, and services.
- Principles and practices of supervision.
- Principles of intellectual freedom and open access.

Skill in

- Use of computer systems and various software programs.

Ability to

- Train and direct the work of subordinate staff.
- Write effectively using correct grammar, punctuation, and spelling.
- Work independently and be self-directed.
- Manage detail; recognize and set priorities.
- Find and use resources to provide requested information.
- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;



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Work Environment/Physical Demands

Work is performed primarily in a library environment while sitting/standing at a desk for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense member interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds, and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.

Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

The duties listed above are intended only as illustrations of the 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.



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