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**Sonoma County Library  
Announces an Employment Opportunity**

**SUPERVISING LIBRARY SPECIALIST- CENTRAL  
40 HOURS PER WEEK FULL-TIME**

We are seeking a customer service driven library professional with excellent communication skills for our full-time Supervising Library Specialist position at the Central Santa Rosa Library. The ideal candidate will have strong outreach, technical, and training skills and be willing to work in a sometimes fast-paced and often vibrant “all ages” environment.

**THE POSITION:**

Please see the attached job specifications for full details about this position.

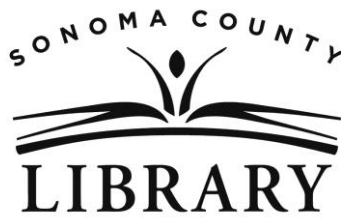
Under direction of the Branch Manager, this regular, full-time position performs excellent customer service and supervises technical staff and volunteers; provides complex staff assistance to management staff in areas of expertise, and performs related work as required.

**TYPICAL DUTIES include, but are not limited to:**

- Plans, assigns, trains, supervises and reviews the work of support staff and volunteers; evaluates staff performance; oversees scheduling; manages leave requests; reviews and approves timesheets
- Supervises the day-to-day circulation activities, including registering new borrowers, checking in and out books and materials, collecting and negotiating fines and fees, assessing damaged items, and interpreting and enforcing library policies and procedures
- Establishes and maintains effective customer service for library patrons and provides customer service training for staff
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues
- Advises and assists library patrons in the use of library services and tools; resolves patrons’ problems; assists staff in dealing with difficult patron service problems and refers more difficult or technical questions to the appropriate library staff
- Collects fines and fees, keeps library records

**MINIMUM QUALIFICATIONS:**

**Education and Experience:** Equivalent to the completion of the twelfth grade and four years progressively responsible library technical support experience. An Associate’s degree, or higher, from an accredited college or university can substitute for two years of the required experience. *Spanish bilingual skills are desired.*



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**Knowledge of:** Principles and practices of employee supervision; standard library practices and procedures; modern office practices, methods, and computer equipment and applications; techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Library staff.

**Ability to:** Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff; organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**SALARY RANGE:** \$32.55/hour to \$40.64/hour

**CLOSING DATE:** 5:00 PM; Wednesday, May 11, 2022

**APPLICATION PROCESS:** Please go to <https://www.calopps.org/sonoma-county-library> to apply. Applications must be complete and submitted by the final filing date in order to be considered. **Resumes will not substitute for a completed application.**

The application process may contain one or more of the following steps: a supplemental application, written test(s), skills assessment(s), and/or oral examination(s).

**EMPLOYMENT INFORMATION:**

Employment offers will be contingent upon a successful pre-employment verification/criminal records clearance. Having a criminal record will not necessarily disqualify an applicant from employment.

**RECRUITING PROTOCOL IN RESPONSE TO CORONAVIRUS COVID-19:**

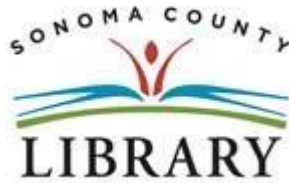
Pursuant to California Governor Newsom's Executive Order N-29-20 issued on March 17, 2020, and all applicable COVID 19 Shelter in Place Orders issued by the Sonoma County Health Officer, the recruiting process including interviews, testing, etc. will be held via teleconference or online, if possible, unless changes occur in the state and/or county health order.

**REQUEST FOR ACCOMMODATION:** Sonoma County Library will make reasonable accommodations in the recruitment process to accommodate applicants with disabilities. If you are invited to participate in an examination or interview and have a disability for which you require an accommodation, please contact the Human Resources Department at (707) 545-0831 extension 1591 as soon as possible to make arrangements for your accommodation. Requesting accommodations at least 3 working/business days before the scheduled event will help to ensure availability. For further information regarding disability accommodations provided by the Library and related matters, see the Library's website at <https://sonomalibrary.org/accessibility>.

*Sonoma County Library values diversity, empowerment, community, unity, kindness, connection, and equity. We are committed to diversity and inclusion in the recruiting and hiring of staff.*

[www.sonomalibrary.org](http://www.sonomalibrary.org)

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OCTOBER 2015  
FLSA: NON-EXEMPT

## **SUPERVISING LIBRARY SPECIALIST**

Represented

### DEFINITION

Under general direction, provides excellent customer service, supervises technical and clerical library activities and related processes and systems of a substantial work unit in an assigned area, either in a large library branch or for an operational function of a system-wide nature; responsible for circulation activities and direct patron support, for overseeing acquisitions processing activities, or for shelf maintenance; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Division Manager, Central Library Manager, Branch Manager, Librarian, or other management staff. Provides supervision to technical and paraprofessional staff and volunteers.

### CLASS CHARACTERISTICS

This is a first-line supervisory classification within the clerical and technical library support series, assigned supervision of a circulation desk or shelf maintenance in a large branch library, or supervision of the acquisition and processing of collection materials for all library branches. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of specialists, aides, and volunteers. At this level, employees are responsible for the day-to-day operations of the assigned area, perform complex technical library work, and remain available for staff questions and issue resolution. Responsibilities include scheduling, approval of timesheets, training, and performance management. Incumbents provide direction to staff on procedures and practices. Work is performed independently within a framework of established parameters. Performance expectations include the exercise of initiative, originality, and judgment in applying established library principles and practices to new and unusual problems. Supervising Library Specialist is distinguished from Branch Manager in that the latter directs and holds full management authority in planning, organizing, and directing the day-to-day operations and activities of a regional branch library.

### EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

#### **All Assigned Areas:**

- Plans, organizes, assigns, supervises, and reviews the work of support staff and volunteers performing various library activities; trains staff in work procedures of the assigned area; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in

selection and promotion; oversees scheduling activities; manages leave requests, reviews and approves timesheets.

- Monitors activities of the assigned unit; recommends improvements and modifications and prepares various reports on activities and projects; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned activities and programs; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Compiles and maintains statistics, files, and maintains a variety of records and reports related to assigned functions, including cash reports.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Performs other duties as assigned.

### **Public Services Assignments:**

- Supervise the day-to-day circulation activities, including registering new borrowers, checking in and out books and materials, collecting and negotiating fines and fees, assessing damaged items, and interpreting and enforcing library policies and procedures.
- Establishes and maintains effective customer service for library patrons and provides customer service training for staff.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Advises and assists library patrons in the use of library services and tools; resolves patrons' problems; assists staff in dealing with difficult patron service problems and refers more difficult or technical questions to the appropriate library staff.
- Collects fines and fees, keeps library records.

### **Materials Management Assignments:**

- Oversees the ordering of new books and materials in all formats for the countywide library system.
- Oversees the inspection and processing of materials upon delivery.
- Oversees the receipt of periodicals and the maintenance of the series holdings in the ILS.
- Troubleshoots and resolves acquisitions, payment and delivery problems with vendors.
- Works with librarians to develop vendor sources and to ensure that orders are placed in the most cost effective manner.
- Enters, monitors and adjusts acquisitions accounting funds within the ILS.
- Balances funds and prepares necessary reports.
- Acts as liaison with various vendors.
- Supervises the Central Library shelf maintenance function including its activities and staff, processing Central delivery, checking in Central materials, shelving and shifting of Central materials.
- Supervises and oversees the countywide delivery system including delivery drivers, extra-help drivers, and truck maintenance.
- Supervises and directs sorting of incoming delivery materials countywide including those from Lake and Mendocino counties and all Sonoma County Library branches.
- Fills in as back-up delivery driver.

## QUALIFICATIONS

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget development, administration, and accountability.
- Principles and practices of library policies.
- Principles, practices, and service delivery needs related to library services.
- Standard library practices and procedures, including circulation, shelf maintenance, and acquisitions and processing.
- Principles, techniques, and procedures in cataloging, indexing, classifying, bibliographic research, and organizing library materials.
- General library materials selection standards.
- The local community and its library needs.
- Customer relations techniques and approaches to dealing with sensitive issues.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the department in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Library staff.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct library services, programs, activities, and projects.
- Establish and maintain effective and tactful oral communication serving wide variety of individuals.
- Understand and meet the needs of library patrons.
- Read and work with bibliographic records.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, regulations, codes, and departmental policies.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex circulation services duties.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques; process and interpret library data and statistics.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Effectively represent the department and the Library in meetings with other departments, public and private organizations, and individuals.
- Maintain accurate and precise records.
- Make accurate arithmetic, financial, and statistical computations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and four (4) years progressively responsible library technical support experience. An Associate's degree, or higher, from an accredited college or university can substitute for two (2) years of the required experience.

**Licenses and Certifications:**

The Supervising Library Specialist assigned to the Shelf Maintenance function requires possession of, or ability to obtain, a valid California Driver's License (Class B) by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office and library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This classification primarily works indoors and requires movement between work areas. Finger dexterity is needed to access, enter, and retrieve materials and data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to retrieve and shelve materials. Incumbents must possess the ability to lift, carry, push, and pull items, storage containers, and shelving units weighing an average of 20 pounds, and up to 50 pounds of weight, and occasionally up to 200 pounds, in order to move materials from one place to another, with the aid of lifting/moving equipment.

**ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office/library environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work flexible schedules including evenings and weekends.