

# Sacramento Public Library

## Position Classification

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**Library Supervisor II**  
**Grade: 9**  
**FLSA Status: Non-Exempt**  
**Designation: Represented**

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**Department: Branches, Library Units**  
**Date: 07/2011**

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**Job Summary:** Plans, organizes, and supervises the operations of a community branch library, or library unit; ensures the library provides community-focused services through outreach and partnerships; provides information and readers' advisory services to the public; organizes and conducts programs for a broad range of library users; provides supervision and leadership to community branch library or library unit staff; and performs other related duties as assigned.

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### **Essential Functions:**

*(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

1. Plans, organizes, and supervises all operations of a community branch library, or library unit; plans services, recommends budget allocations, monitors budget and expenditures, identifies problems/needs and develops, recommends, and oversees programming;
2. Establishes procedures for effective community branch library or unit operation, conducts staff meetings and recommends changes to improve system wide operations;
3. Uses current, established professional practice to ensure that the collection in the community branch library or library unit is up-to-date, maintained, and relevant to community needs;
4. Plans, organizes, oversees and delivers a broad range of programs and services to all age groups, including information services, readers' advisory, instruction and other services;
5. Ensures that library customer service needs are met through analysis, community studies, customer requests and feedback;
6. Identifies challenges in the delivery of library services and recommends solutions; including scheduling, and providing new library services;
7. Provides input for recruiting, interviewing, and recommendations for hire; trains and evaluates the work of assigned personnel according to established guidelines and procedures; assigns staff to projects, committees and tasks; analyzes and determines scheduling and staffing needs; ensures ongoing staff training and information sharing as needed; responds to personnel issues or problems; may work with managers to resolve personnel issues;
8. Prepares community branch library or library unit goals and objectives; recommends and develops policies and procedures for community branch library or library unit; participates in the development of policies and procedures for the library system;
9. Understands and effectively interprets and communicates library policies, procedures, and rules to library staff and customers;
10. Provides effective customer service to internal and external customers; resolves

- complex customer service issues;
11. Acts as a representative of Sacramento Public Library to the public; develops and maintains positive relationships and partnerships with the public, staff, community leaders, and Friends of the Library; promotes the library within the community; develops and delivers presentations to community groups;
  12. Supervises or prepares all required reports according to established policies and procedures, including monthly statistics, cash receipts and other reports required for the effective operation of the library;
  13. Monitors equipment and facility issues; makes budget requests for facility maintenance and enhancements and new and replacement equipment;
  14. Coordinates repair and maintenance of equipment and facilities; monitors work orders;
  15. Keeps current in library practices, procedures and technology;
  16. Leads and participates in system wide meetings and committees, task forces, team activities and training;
  17. Requires regular and punctual attendance;
  18. A valid driver's license is required at the time of appointment and as a condition of continued employment;
  19. Performs other related duties as assigned.
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### **Sacramento Public Library Core Competencies:**

All employees of the Sacramento Public Library will be evaluated on the following competencies:

- Accountability
- Communication
- Customer Service Focus
- Respect for Others

In addition, Supervisors will be evaluated on the following competencies:

- Decision Making
- Holding Others Accountable
- Planning, Organizing and Coordinating

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

*The employee is expected to perform or possess the following:*

#### **Knowledge of:**

1. Principles, practices and procedures of assigned area of responsibility;
2. Principles, practices and procedures of supervision, training and performance appraisal;
3. Effective customer service techniques in a wide variety of situations serving a diverse customer population;
4. Information resources, methods of research, and other resources;
5. Effective written and spoken communications standards;
6. Principles and practices of intellectual freedom and the Library Bill of Rights;
7. Use of equipment and software essential to the effective functioning of the library, including computers, integrated library systems and productivity software;
8. Budgeting procedures and techniques.

#### **Skills and Abilities:**

1. Learn, understand and interpret Sacramento Public Library's policies and procedures,

- as well as principles, practices, and procedures in assigned area of responsibility;
2. Ensure a positive and successful customer experience by understanding the customer's needs, contributing to finding solutions, and delivering effective library service that is focused on the customer;
  3. Respond to and resolve customer complaints and problems in a timely, accurate, courteous, respectful and friendly manner;
  4. Plan, organize, and supervise the activities of assigned work unit including coaching, mentoring, disciplining staff; follow through effectively and efficiently;
  5. Collect, compile, and analyze information and data;
  6. Learn, effectively use, and train staff and others on the use of specialized library software and applications;
  7. Take responsibility for personal learning and development in order to keep up with new and emerging technologies and service innovations;
  8. Perform simple repair and maintenance on computers and other equipment;
  9. Prioritize and multitask;
  10. Lead through collaboration, team building, and consultation, mentoring and coaching; model this leadership style for others;
  11. Set, model, and maintain a positive work environment, calm atmosphere, and effectively handle any difficult situations which may occur;
  12. Communicate effectively and courteously with other staff and members of the public;
  13. Adapt to rapidly changing technologies and customer expectations.
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#### **Education and Experience:**

1. Master's degree in Library Science from an ALA accredited college or university;
  2. Two years experience as a professional librarian, preferably in area of specialization or assignment, including one year in supervisory capacity.
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#### **Physical and Environmental Conditions:**

Ability to stand, walk, carry, and bend from 76% to 100% of the time;  
Ability to reach, stoop, squat, crouch and push carts and bins from 51% to 75% of the time;  
Ability to climb, balance, kneel, pull and sit from 25% to 50% of the time;  
Ability to work at waist level, between waist and shoulder level and above shoulder level from 34% to 66% of the time;  
Ability to lift and carry bins and boxes of Library materials weighing up to 50 pounds 33% of the time, 20 pounds from 34% to 66% of the time and 1-10 pounds from 67% to 100% of the time.;  
Ability to push/pull and maneuver book carts weighing up to 200 pounds 50% of the time;  
This position requires repetitive motion of hands/wrists up to 75% to 100% of the time;  
Must be able to manipulate small materials including labels, and general office tools;  
Specific vision abilities for this job include close vision and the ability to adjust focus;  
Work environment involves everyday risks or discomforts that require normal safety precautions typical of a Library or workroom setting;  
Follow all safe work place policies and procedures with regard to office equipment, accident prevention and observance of fire and building safety regulations;  
Possible exposure to angry or hostile individuals and to personally offensive Library materials;  
Must be able to transport oneself to the assigned work location in a timely manner.

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The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

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Employee Signature

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Date