

# Sacramento Public Library

## JOB DESCRIPTION

**Service Philosophy:** *Customers are the library's first priority. Staff: **understand** service through the lens of the customer; **deliver** service with respect; **make** decisions that support successful customer interactions. Customers: enjoy a seamless and successful library experience as defined by their own expectations; choose their own method of interaction – staff assisted, self-directed or virtual.*

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### Library Supervisor III

Grade: 10

FLSA Status: Non-Exempt

Designation: Represented

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Department: Branches, Central, Collection Management

Date: 11/2007

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**Job Summary:** Plans, organizes, and supervises the operations of a medium to large branch library, a Central library division, or a major system function, such as collection management; ensures that the library provides community-focused services through outreach and partnerships; provides supervision and leadership to unit or branch 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 medium or large branch library, a Central library division, or a system wide function, including planning services, recommending budget allocations, monitoring expenditures, and developing and recommending programming;
2. Establishes procedures for effective branch, division or work unit operation and recommends changes to improve branch, division, work unit, or system wide operations;
3. Coordinates the development and maintenance of adequate and up-to-date branch or Central collections through the selection and discarding process; coordinates reference services and readers' advisory services; performs reference and readers' advisory services in person, by telephone, and by correspondence and electronic communication;
4. Coordinates and provides cataloging and classification, subject analysis, bibliographic database maintenance, processing, and distribution of library materials;
5. Assures that library customer service needs are met through analysis, community studies, customer requests and feedback;
6. Identifies problems in the delivery of library services and recommends solutions;
7. Interviews, recommends for hire, trains and evaluates the work of assigned personnel; assigns staff to projects, committees and tasks; analyzes and determines scheduling and staffing needs; ensures ongoing staff training and information sharing, as needed; handles disciplinary actions; responds to personnel issues or problems and works with managers to resolve personnel issues;
8. Prepares and/or implements branch, division, or work unit goals and objectives; recommends and develops process and procedures for branch, division or work unit; participates in the development of policies and procedures for the library system;

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9. Interprets procedures, policies, and administrative rules and regulations to library staff and library customers;
  10. Interacts with the public, responding to and resolving complex and difficult customer problems and complaints;
  11. Promotes the library within community; meets with and speaks to leaders and groups in the community and works with the branch Friends of the Library;
  12. Develops relationships and partnerships within community;
  13. Works with a variety of equipment and automated systems, including the integrated library system, PCs, printers, and electronic databases; performs simple repair and maintenance on computers and other equipment; arranges for repair and maintenance of equipment and facilities; follows up on work orders;
  14. Prepares, maintains, and provides statistics and reports based on a variety of files, lists, and databases;
  15. Possesses attention to detail and follows through on tasks effectively and efficiently;
  16. May train or assist in training staff assigned to work area;
  17. Conducts periodic performance evaluations, according to established guidelines and procedures;
  18. Takes responsibility for own continuous learning in order to keep up with new and emerging technologies and service innovations;
  19. Monitors equipment and facility problems; makes budget requests for facility maintenance and enhancements and new and replacement equipment;
  20. Reviews, evaluates and recommends books and other materials for purchase or discard for assigned branch and/or for assigned genre or subject area;
  21. Acts as a representative of Sacramento Public Library to the public;
  22. Fills in for any subordinate positions, as needed;
  23. Maintains positive relationships with other staff and members of the public;
  24. Requires regular and punctual employee presence;
  25. Leads and participates in system wide committees, task forces and training; and
  26. Performs other related duties as assigned.
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### **Required Knowledge, Skills, and Abilities:**

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

#### **Knowledge of:**

1. Sacramento Public Library's policies and procedures;
2. The principles, practices, and procedures of assigned area of responsibility;
3. English usage, spelling, grammar, and punctuation and basic mathematical principles;
4. Reference materials, electronic database resources and use of the Internet as a resource, and methods of bibliographic research;
5. Principles and practices of cataloging, classification, and technical services operations and functions;
6. The principles and procedures of supervision, training, and performance evaluation;
7. Customer service techniques in a wide variety of situations including those necessary to provide service to a diverse customer population;
8. The principles and practices of intellectual freedom and the Library Bill of Rights;
9. Budgeting procedures and techniques;
10. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software;

#### **Ability to:**

1. Understand the customer's needs and deliver services by focusing on the customer;

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2. Take initiative to ensure a positive and successful customer experience by contributing to finding solutions, regardless of assigned responsibility;
3. Respond to customers and address customer complaints/problems in a timely, accurate, courteous, respectful and friendly manner;
4. Demonstrate a commitment to and take ownership for solving problems, regardless of assigned responsibility;
5. Plan, organize, and supervise the activities of assigned work unit;
6. Collect, compile, and analyze information and data;
7. Master all procedures related to assigned work area;
8. Learn and use specialized library serials, acquisitions, cataloging, and circulation software;
9. Prioritize and multitask;
10. Maintain a calm atmosphere and effectively handle crisis situations which may occur;
11. Lead through collaboration, team building, and consultation, mentoring and coaching and model this leadership style for others;
12. Set, model, and maintain a positive work environment;
13. Communicate effectively and courteously with other staff and members of the public;
14. Keep all relevant parties informed of all major issues and to recommend changes where appropriate.

**Skill in:**

1. Keyboarding, word processing, or entering data at a speed and accuracy level necessary for successful job performance;
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**Education and Experience:**

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

Work occurs in a normal office environment with acceptable lighting, temperature, and air conditions. Normally seated, standing or walking at will. Most positions may require the ability to lift bins and boxes of library materials weighing up to 50 pounds; push or pull book carts weighing up to 200 pounds; stand for long periods of time; stoop, bend and reach. Positions typically require frequent verbal communication, talking, hearing, sitting, reaching, keyboarding and repetitive motion of hands/wrists, and handling. Specific vision abilities for this job include close vision and the ability to adjust focus.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Position may require some travel throughout the library service area. May require working irregular hours, including evening and weekend shifts and working at various locations during the course of the workday or workweek. Interaction with library staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, or resolve situations or problems. There may be some exposure to angry or hostile individuals.

A valid Class C California Drivers License may be required for some positions at the time of appointment.

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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