

CITY OF TUALATIN

Classification Description

Job Title: Library Access Services Supervisor
Department: Community Services - Library
Reports To: Library Manager
FLSA Status: Non Exempt

SUMMARY: Performs professional library work in acquisitions, cataloging, and bibliographic control. Supervises daily operations of the Library Access Services section and the employees and volunteers who provide circulation services and technical services. Oversees purchasing, receiving, cataloging, processing, and distribution of library materials. As a member of the library management team, sets goals, priorities and vision for the library. Represents the Library Manager and is responsible for the operation of the library in the absence of the Library Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Understands emergency procedures and is able to act accordingly. Acts as Person In Charge.

Monitors patron behavior and ensures positive and harmonious interaction of relationships amongst patrons and library staff. Assists in the overall security of the library and its premises.

Trains, assists and directs volunteers; participates in recognition and appreciation of volunteers.

Plans, prioritizes, assigns, supervises, trains, and evaluates the employees and volunteers assigned to the Access Services Section.

Recommends and assists in the implementation of library goals and objectives. Assists in developing library policy and procedure. Communicates library policies and procedures to employees, volunteers, and patrons.

Creates and adjusts the work schedule for staff and volunteers. Assures that needed space and resources are available so that staff and volunteers can do their work efficiently.

Develops and implements training for staff and volunteers. Produces instructions and guidelines in a variety of formats.

Recommend vendors for library services; establish accounts with vendors; negotiate discounts and services; sign some service agreements with publishers and distributors.

Research library trends and make recommendations to create and implement new library services, technology and programs.

Establish procedures and workflow in section; train library staff and volunteers in said procedures. Create instructional tools and curriculum.

Resolves complex patron issues connected to their library account (bankruptcy, identify theft, etc.)

Oversees the acquisition, cataloging and processing of materials in all formats ensuring the smooth and rapid flow of materials through the acquisitions, cataloging and processing stages.

Assists the Library Manager in long-range planning and budgeting of technology systems that will meet future staff and patron needs.

Provide input into the creation of proposed library budgets for future fiscal years.

SUPERVISION: Directly supervises employees and volunteers assigned to the Library Access Services Section. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include but are not limited to: interviewing, hiring, and training employees; planning, assigning, and directing work; coaching, appraising performance; rewarding and disciplining employees; and addressing complaints and resolving problems.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the city and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to communicate effectively in oral and written form. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, policies, and procedural and legal documents. Ability to understand and respond to complex inquiries from patrons. Ability to write correspondence and reports that conform to a prescribed style and format. Ability to effectively present information to a wide range of individuals or groups in written or oral format. Ability to understand and convey technical information to persons not familiar with technology. Ability to communicate orally and in writing in Spanish is preferred.

Reasoning Ability: Ability to work independently and exercise initiative. Ability to respond effectively and tactfully to common inquiries or complaints from patrons, other agencies, or members of the library and city staff. Ability to think analytically and develop new or revised procedures and workflow. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to organize and prioritize multiple tasks and duties. Ability to serve the public in a friendly and helpful manner and to maintain effective working relationships with other employees.

Computer Skills: Ability to operate a personal computer. Knowledge of current software applications related to the functions and operations of a public library, specifically circulation services, cataloging, and acquisitions. Working knowledge of word processing, spreadsheet, and database software. Ability to navigate and utilize the Internet.

Technical Skills: Knowledge of library science theory and practice in the areas of collection management, technical services, circulation services, and intellectual freedom. Basic knowledge of record keeping and accounting. Knowledge of supervisory principles and practices for professional and clerical staff. Ability to work with the public in a friendly, positive, and professional manner. Ability to interact positively with co-workers and to work with them to improve effectiveness and quality service.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license. CPR/AED/SFA certified, or ability to obtain such training within the time frame determined by management.

EDUCATION and/or EXPERIENCE: Master Degree in Library Science (M.L.S.) from an American Library Association (A.L.A.) accredited college or university and three (3) years of professional level library experience, which includes a minimum of two (2) years of supervisory experience and one (1) year of cataloging experience. Bilingual speaking ability is highly desirable.

Experience with automated library computer systems and services; issues, trends and functions relating to public library. Experience interpreting and using bibliographic data, MARC formats and computer applications. Knowledge of current technologies and trends in bibliographic control. Knowledge of and experience with AACR2 cataloging practices, RDA, and MARC format standards and the ability to apply these in original cataloging. Knowledge of and experience in applying Library of Congress subject headings and the Dewey Decimal classification system.

Any satisfactory equivalent combination of education, experience, and training which ensures the ability to perform the work may substitute for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and walk. Employee is occasionally required to sit; reach with hands and arms; climb or balance; stoop, kneel, or crouch. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to distinguish numbers and characters on an electronic screen. Employee must be able to efficiently use a keyboard and mouse.

Duties of this position will be performed in an indoor environment involving heavy public contact, subject to frequent interruption and with a usually moderate noise level. Duties of this position require a willingness to work nights, weekends, and holidays, and to regularly attend out-of-town meetings.