

SUPERVISING LIBRARY SERVICES ASSISTANTDEFINITION

Under general supervision, supervises clerical and support activities of a branch library or a Central Library Circulation unit. This includes maintaining orderly library collections and providing circulation assistance to patrons.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

At a branch site, supervises and coordinates the daily operation and workflow of a branch circulation unit. Interviews, schedules, trains and conducts performance appraisals of clerical staff. Provides assistance to library users in the effective use of facilities and services. Provides quality customer service when responding to patron inquiries or problems. Oversees expenditures for support operations of a branch library. Processes payroll for a branch library. Resolves or refers more difficult problems concerning section or unit procedures and policies. Oversees library collection process. May monitor security guard service to ensure safe and effective operations. May oversee facility and equipment maintenance. Collaborates in the creation and attainment of work unit goals and objectives. Initiates and participates in team collaborative activities. Originates memos, documentation, and reports as needed to support circulation functions. Provides functional supervision of Learning Center tutors in absence of regular supervisor. Communicates shelving and inventory issues affecting use of collection. Performs other related tasks as required.

If assigned to the Central Library, schedules, supervises, and evaluates performance of Library Aides, Pages and others responsible for maintaining orderly library collections. Provides core training for all library system shelving staff. Participates in selection of shelving staff. Ensures efficient use of sorting shelves and book trucks. Assigns shelving and shelf-reading duties. Anticipates shelf-shifting requirements. Performs routine circulation functions. May provide functional supervision of a circulation unit in absence of supervising Sr. Library Technician. Participates cooperatively in work team activities and performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

Positions in this class differ from those of Senior Library Services Assistant by the addition of full supervisory responsibility over individuals who perform a variety of routine tasks. This is the highest level in the Library's clerical (nontechnical) series.

### MINIMUM BASIC QUALIFICATIONS

Two years of progressively responsible experience in library clerical work or any equivalent combination of training and experience which provides the following knowledge, skills, and abilities.

Knowledge of: business English and arithmetic; office procedures and practices, and general library procedures and practices.

Ability to: supervise, schedule, train, and direct clerical staff; understand and provide clear oral and written instructions; use automated equipment including keyboard and light pen/scanner; make simple computations and listings with speed and accuracy; monitor prescribed routines; initiate process improvements; deal tactfully with the public; establish and maintain effective working relationships with other employees and the public; handle routine matter; write legibly and accurately, and communicate verbally in a clear, concise, and effective manner.

SPECIAL REQUIRMENTS Must be able to lift objects weighing up to 25 pounds and may be required to stand, bend forward, and reach overhead for sustained periods. Must be willing and able to work evenings, split shifts, occasional holidays, and weekends on a rotational or as needed basis; must be able to ascend and descend stairs in order to enter and exit the bookmobiles and must be able to work in limited space. May be required to drive a bookmobile and to work alone in the field.

### CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers possess effective work organization and supervisory skills. They enjoy working with a multilingual population and effectively communicate with adults and youth from a wide variety of cultural and socioeconomic backgrounds. They are punctual, well organized, detail-oriented, and take pride in maintaining a clean and orderly environment. They are effective communicators who encourage working in a team environment for problem solving and continuous process improvements.

Class title established per Council Resolution No. 2000-039,  
effective 7-1-00

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