

Yakima Valley Libraries Community Library Supervisor I FLSA: Non-Exempt

Job Purpose and Summary

Supervises and provides direct library customer service in a small library in accordance with the mission, budget, policies and procedures of Yakima Valley Libraries. Provides circulation and information services to the public, maintains a collection of library materials to meet library customer needs, serves as library liaison to the community and demonstrates good stewardship of library resources. Will uphold the concept of Intellectual Freedom, based on the First and Fourth amendments to the US Constitution, which affords all library users the right to seek and receive information on the subject of one's interest without examination or scrutiny by others.

Supervision Received and Exercised

Receives general direction from assigned management. Exercises direct supervision over assistant-level, page and volunteer staff.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves customers without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges customer's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with customers, and verifies that customer's needs are met.
2. Welcomes and serves patrons of the library using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; interacts with patrons without communicating any value judgment, and verifies that patron's needs are met.
3. Develops, implements, maintains and monitors operating procedures and practices to ensure efficient, effective and accountable service to library customers and safe operation and maximum utilization of the library facilities, equipment and collection.

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4. Maintains a collection of library materials to meet needs of library customers. Accomplishes regular rotations and weeding of collection in accordance with established policies and procedures.
5. Provides prompt and effective circulation, information and readers' advisory services in person, by telephone, or electronically. As appropriate, may refer or redirect questions to other library resources.
6. Plans, presents, and/or supervises library programs, including story hours, instruction in the use of the library and library tours.
7. Assists library customers in using the library catalog, online databases, the Internet, and other library equipment. Handles signups or registration process for use of computers and other equipment.
8. Explains library policies and procedures to library customers and resolves related questions and concerns.
9. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints. Refers issues to appropriate management when necessary.
10. Ensures that the building and equipment within the building is safe and adequately maintained; requests needed maintenance or improvements; ensures that the building is opened and closed on time; maintains adequate supplies.
11. Prepares deposits according to library policies and procedures; compiles and reports branch statistics.
12. Evaluates operations and activities of the library; recommends improvements and modifications; prepares various reports on operations and activities.
13. Performs broad range of housekeeping duties when custodial service is not available.
14. Acts as liaison with the local community, organizations, volunteers, Friends of the Library, and school district; cultivates and maintains good relationships; ensures that community groups are kept informed of library programs and services.
15. Attends meetings as requested by management and participates in various committees. Keeps abreast of library developments by attending workshops and educational programs and reading assigned periodicals and specialized literature.
16. Performs other duties as assigned.

Qualifications

1. High School diploma or equivalent required.
2. One year of library or general clerical experience with public contact required.
3. Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs.
4. In lieu of 1-2, equivalent technical training, education, and/or experience may be substituted.
5. A valid Washington driver's license.

Knowledge of:

1. English and Spanish usage, spelling, grammar, and punctuation, if bilingual position.
2. Basic alphabetical and numeric filing methods.
3. Basic mathematical principles.
4. Principles and procedures of record keeping.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing, spreadsheet, and other personal computer applications, emailing systems, and web-based searching.
6. Principles of excellent customer service.

Skill in:

1. Developing and maintaining good working relationships.
2. Listening to, understanding interpreting, and responding to information received from library customers.
3. Typing, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

1. Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.
2. Represent Yakima Valley Libraries in a positive, responsive manner to the staff, public, volunteers, and supporters.
3. Learn and practice the principles and practices of basic library work, including the Dewey Decimal System.
4. Learn and practice the principles of intellectual freedom.
5. Handle cash, checks, and other forms of payment accurately. Accurately enter monetary transactions on circulation system, count money, make correct change, run cash register, and account for register transactions.
6. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
7. Learn about the local library resources (including circulating collections, print reference and electronic resources) and assist library customers through finding the resources they need or referring them to other library resources.
8. Develop and implement library goals, objectives, programs and plans.
9. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
10. Interpret community interests and needs, and plan appropriate library services.
11. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
12. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
13. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
14. Available for a flexible schedule which may include evenings and weekends.
15. Obtain and maintain a valid Washington driver's license.

16. Attend work on a regular and dependable basis.

Work Environment and Physical Demands

1. Normally seated, standing or walking at will.
2. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
3. Frequent pushing and pulling of fully loaded book carts.
4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.

Signature

Date