

**Yakima Valley Libraries  
Community Library Supervisor III  
FLSA: Non-Exempt**

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**Job Purpose and Summary**

Plans, organizes, and manages a medium-large branch library in accordance with the mission, budget, policies and procedures of the Yakima Valley Libraries; provides circulation, reference, and readers' advisory services to the public; performs a variety of administrative and technical tasks related to library services; serves as library liaison to the community and demonstrates good stewardship of library resources. A medium-large library requires coordination of: a large collection of materials, advanced reference services, covers an extensive circulation range, has a high level of community outreach and programming responsibilities, and is responsible for supervision of at least four staff members. 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 paraprofessional, clerical, 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 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; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
2. Develops, implements, maintains and monitors operating procedures and practices to insure efficient, effective and accountable service to library customers and safe operation and maximum utilization of the library facilities, equipment and collection.
3. Works with managing librarian to plan and develop library services, project staffing needs, make recommendations for budget based on library or department needs, and evaluate best ways to meet library customer needs.
4. Directs and provides reference and readers' advisory services.

## FINAL

5. Directs the circulation and library materials handling functions to ensure that materials move efficiently through the branch and the entire library system and that library policies and procedures are adhered to. Explains policies and procedures to library customers and staff and resolves related questions and concerns.
6. 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.
7. Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaint.
8. Selects, trains, and motivates personnel within assigned area; works with employees to correct deficiencies; resolves a wide range of routine and non-routine personnel issues and difficult situations; implements discipline and termination procedures in coordination with the appropriate management staff.
9. Supervises and provides oversight to assigned personnel to ensure that ~~branch~~ library services and collections meet objectives of the strategic plan and annual work plans. Develops library objectives and monitors progress and adjusts work plans as appropriate. Recommends and administers policies and procedures.
10. Conducts performance appraisals of assigned personnel.
11. Prepares deposits according to library policies and procedures; compiles and reports library statistics
12. Ensures that the building and equipment within the building are safe and adequately maintained; schedules needed maintenance or improvements; ensures that the building is opened and closed on time; maintains adequate supplies.
13. Under the direction of the managing librarian, responsible for overall programming efforts within the library. Works with library employees and others within library system to develop, conduct, and support programming for children, teens, and adults, promotions, tours, booktalks, and other activities; contributes ideas and feedback on such events; and ensures that required staffing for events is scheduled.
14. Evaluates operations and activities of the library; recommends improvements and modifications; prepares various reports on operations and activities.
15. Acts as liaison with the local community, organizations, and school district; cultivates and maintains good relationships; ensures that community groups are kept informed of library programs and services; coordinates branch publicity and merchandizing with other appropriate management staff.

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16. Plans and conducts regular library staff meetings.
17. Conducts research, procedural, and administrative studies and prepares reports, recommending solutions or courses of action relating to implementation of projects and programs.
18. Ensures compliance with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures.
19. Coordinates the provision of library services with other library managers and staff and performs services in person, by telephone, by mail and electronically, as required.
20. Attends meetings and participates in professional associations and activities as assigned; reads professional journals and publications; reviews current information and trends in public library services.
21. Under fills for any subordinate position as needed.
22. Performs other duties as assigned.

### **Qualifications**

1. Bachelor's degree.
2. Two years of experience, including one year of lead or supervisory experience desirable.
3. In lieu of 1-2, equivalent technical training, education, and/or experience may be substituted.
4. A valid Washington driver's license.

### **Knowledge of:**

1. Current public library policies, procedures, and systems.
2. Principles and practices of supervision.
3. Library computer systems and applications including circulation software, the Internet, on-line databases, and email.
4. Theory and practice of reference service, including adult, teen and children's reference sources and electronic resources, including the Internet and database information retrieval.

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5. Theory and practice of readers' advisory service, including ability to recommend titles to adults, teens, and children.
6. Knowledge and support of the principles of intellectual freedom.
7. Effective programming for children, teens, and adults.
8. Principles and practices of goal setting and project management.
9. Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing, spreadsheet, other office productivity software, and other personal computer applications, emailing systems, and web-based searching.

### Skill in:

1. Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
2. Analyzing problems, resolving problems and dealing with unique situations.
3. Using independent judgment and discretion in a wide variety of situations.
4. Effective written and verbal communications, including public speaking.
5. Keyboarding, 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 Library Board of Trustees, staff, public, volunteers, and supporters.
3. Manage all aspects of service at the assigned library.
4. Develop and implement library goals, objectives, programs and plans.
5. Supervise employees.
6. Analyze complex problems, evaluate alternatives, and implement changes.
7. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.

**FINAL**

8. Plan, organize, and direct the work of self and others.
9. Exercise initiative and independent judgment in a wide variety of situations.
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. Operate relevant computer systems, including the integrated library system, hardware, software and office machines.
15. Work evenings and weekends.
16. Obtain and maintain a valid Washington driver's license.
17. 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. Keyboarding and working at a computer monitor for extended periods required.
4. Phone usage, reading, speaking, and listening required.
5. 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.

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Signature

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Date