TITLE: Community Library Supervisor II

FLSA: Non-Exempt
Location: Granger Library

Posting Date: 08/30/2021
Closing Date: Open Until Filled

Wage: $16.74 Grade: 4
Reports To: Managing Librarian

Hours per Week: 28
Schedule: Working hours are subject to change, will be scheduled according to the needs of the library, and may include variable days, evenings, and weekends.

Apply: Electronic applications are available online at www.yvl.org or may be obtained at any YVL location and submitted to any Yakima Valley Library, fax to HR at 509-575-3403 or mail to:

Human Resources, Yakima Valley Libraries, 102 N. Third Street, Yakima WA 98901

Contact: Human Resources; (509) 575-3415 or hr@yvl.org

Minimum Qualifications:
1. Two years of college or an Associate of Arts degree from an accredited college.

2. Two years of library or general clerical experience that includes public service experience required.

3. Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs.

4. A valid Washington driver’s license.

Position Information:
One opening for a Community Library Supervisor II to work directly with the public in a fast-paced, service-oriented environment at the Granger Community Library. This is a 28 hour per week non-exempt position. Working hours may include days, evenings and weekends based on the needs of the library. Benefits include Public Employees Retirement System program, deferred compensation program, pro-rated vacation, sick leave and paid holidays.
**Job Purpose and Summary**
Plans, organizes and supervises a medium-sized 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. A medium-sized library requires coordination of: a large collection of materials, advanced reference services, covers an extensive circulation range, and has a high level of community outreach and programming responsibilities.

**Supervision Received and Exercised**
Receives general direction from assigned management. Exercises direct supervision over assistant, 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 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.

2. May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.

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.

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 public service information, reference, and readers’ advisory services in person, by telephone, or electronically. As appropriate, may refer or redirect questions to other library resources.

6. Explains library policies and procedures to library customers and staff and resolves related questions and concerns. Answers questions and provides
information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints. Refers issues to appropriate management staff when necessary.

7. Plans, presents, and/or supervises library programs, including story hours, library tours, and instruction in the use of the library and library resources.

8. 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.

9. Plans, prioritizes, assigns, supervises and reviews the work of all assigned staff to ensure efficient and effective operations; participates in the selection of staff; provides or coordinates staff training; provides leadership to the library work team; works with employees to correct deficiencies; resolves a wide range of routine and non-routine personnel issues and difficult situations in coordination with appropriate manager/s; implements discipline and termination procedures, in coordination with appropriate management staff.

10. Supervises and provides oversight to assigned staff to ensure that library services and collections meet objectives of YVL mission, goals, and objectives. Develops community library objectives and monitors progress and adjusts work plans as appropriate. Recommends and administers policies and procedures.

11. Conducts performance appraisals of community library personnel, in coordination with appropriate management staff.

12. Prepares deposits according to library policies and procedures; compiles and reports library statistics.

13. 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.

14. Evaluates operations and activities of the library; recommends improvements and modifications; prepares various reports on operations and activities.

15. Performs broad range of housekeeping duties when custodial service not available.

16. Acts as liaison with the local community, organizations volunteers, Friends of the Library, and school district; cultivates and maintains good relationships; ensures that the community is kept informed of library programs and services.

17. 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 materials.
18. Ensures compliance with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures.

19. Under fills for any subordinate position as needed.

20. Performs other duties as assigned.

Knowledge of:

1. English and Spanish usage, spelling, grammar, and punctuation if bilingual position.

2. Current public library policies, procedures, and systems.


4. Principles and practices of supervision.

5. Library computer systems and applications including circulation software, the online catalog, the Internet, on-line databases, and email. 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. Collection management practices and procedures including weeding of library collections.

7. Reference resources (print and electronic) and the ability to conduct effective reference and readers’ advisory interviews.

8. Knowledge and support of the principles of intellectual freedom.


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. Listening to, understanding and interpreting information received from library customers.
6. 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 the library in a positive, responsive manner to the, staff, public, volunteers, and supporters.

3. 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 and software and office machines.

4. Learn the principles and practices of basic library work, including the Dewey Decimal System.

5. Learn and practice the principles of intellectual freedom.

6. 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.

7. Supervise all aspects of service at the assigned library. Develop and implement assigned library goals, objectives, programs and plans.

8. Supervise employees; answer questions, provide needed training, evaluate work performed, work with employee to correct any deficiencies.

9. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.

10. Exercise initiative and independent judgment in a wide variety of situations.

11. Interpret community interests and needs, and plan appropriate library services.

12. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.

13. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.

14. Work and communicate effectively with diverse staff in order to accomplish library goals and objectives.
15. Work days, evenings and weekends, as assigned.

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 standing. Occasionally seated or walking.

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.