

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

Job Purpose and Summary

The Community Library Supervisor II is responsible for planning, managing, and evaluating public service delivery in a mid-sized YVL library location, ensuring optimal library operations and services that are responsive to community needs. Develops adept, collaborative, and resilient team in assigned location; actively manages individual and team performance. Builds and maintains strong and collaborative relationships with colleagues across YVL, serving as the primary liaison between library management team and library staff in assigned location and demonstrates good stewardship of library resources under the guidance of the Regional Library Manager. Contributes to the development of the Library's strategic direction; develops and executes library plans, which advance YVL's strategic goals. Cultivates a strategic, anticipatory mindset in responding to complex issues in a changing environment.

Supervision Received and Exercised

Receives support and general direction from Regional Library Manager. Exercises direct supervision of staff and volunteers within assigned location.

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.

- Provide necessary support, guidance and leadership to employees within assigned location
- Manage and improve library operations, programs, services, and facilities of assigned location
- Oversee management of location library staff, including quality of staff selection, orientation, scheduling, work assignments, professional development and performance
- Participate in the creation and communication of the vision and strategic priorities of the library
- Collaborate with YVL colleagues and supervisor to launch new initiatives, resolve staff and operational issues, and develop locational service plans that align with strategic priorities
- In collaboration with Regional Library Manager and Strategic Partnerships and Community Engagement Manager, build and maintain strong relationships with organizations within assigned location
- In collaboration with Regional Library Manager & Public Services Manager, ensure

training and development of staff to optimize service delivery

- Monitor assigned budgets
- Prepares deposits according to library policies and procedures
- Ensure that facilities are safe, welcoming, and healthy for staff and patrons
- Assists in the direction of and provides reference and readers' advisory services
- In collaboration with Collection Development & Circulation Manager, oversee the maintenance of the collection of library materials to meet objectives of the strategic plan.
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints
- Along with Regional Library Manager and Library Management Team, develops location objectives, monitors progress, and adjusts work plans as appropriate
- In collaboration with Regional Library Manager & Programs and Marketing Manager oversees overall programming efforts within assigned location and ensures they align with YVL's strategic plan
- Works with location employees and others within library system to develop, conduct, and support programming
- In cooperation with Regional Library Manager, evaluates operations and activities of the location; recommends improvements and modifications; prepares various reports on operations and activities
- Coordinates and plans with the Regional Library Manager on any technology and facility changes that pertain to assigned location
- Assists in ensuring compliance with all applicable Federal, State, and Local laws, regulations, and ordinances as well as all Library System policies and procedures
- Provide direct assistance to patrons with basic information regarding use of library materials, equipment, and services
- Maintains the integrity of confidential information
- Other Duties as Assigned

Qualifications:

- Two years of college or an Associate of Arts degree from an accredited college
- Two years of library or general clerical experience that includes public service experience required
- Bilingual (English/Spanish – read, write, and speak) preferred, and may be required, depending on geographic service area needs
- A valid Washington driver's license

Knowledge of:

- ALA Core Values and Code of Ethics
- Knowledge and support of the principles of intellectual freedom
- Current public library policies, procedures, and systems

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- Principles and practices of supervision
- Library computer systems and applications including circulation software, the Internet, on-line databases, and email
- Budget fundamentals
- Effective programming for all ages
- Principles and practices of goal setting and project management
- 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:

- Using excellent interpersonal skills in a variety of situations and with a diverse library customer and staff population.
- Provide Library reference services as needed
- Analyzing problems, resolving problems and dealing with unique situations.
- Using independent judgment and discretion in a wide variety of situations.
- Effective written and verbal communications, including public speaking.
- Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.

Ability to:

- Gain thorough knowledge of Yakima Valley Libraries' policies, procedures and programs
- Represent Yakima Valley Libraries in a positive, responsive manner to the Library Board of Trustees, staff, public, volunteers, and supporters
- Manage all aspects of service in assigned location
- Develop and implement locational goals, objectives, programs and plans to align with YVL's strategic plan
- Supervise employees
- Analyze complex problems, evaluate alternatives, and implement changes
- Establish priorities and organize workload; manage time effectively and remain on task despite interruptions
- Plan, organize, and direct the work of self and others
- Exercise initiative and independent judgment in a wide variety of situations
- Interpret community interests and needs, and plan appropriate library services
- Keep all relevant parties informed of all major issues and to recommend changes as appropriate
- Work and communicate effectively with diverse staff in order to accomplish library

goals and objectives

- Operate relevant computer systems, including the integrated library system, hardware, software and office machines
- Early morning, evening and weekend work required
- Travel to and from work at assigned location
- Attend work on a regular and dependable basis

Work Environment and Physical Demands

- Normally seated, standing or walking at will.
- 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
- Keyboarding and working at a computer monitor for extended periods required
- Phone usage, reading, speaking, and listening required
- 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
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person
- Travel alone within service area may range over 120 miles in a day
- This position is not considered a part of the Middle Management Team
- Works a varied work schedule that includes evenings, weekends, and other hours as determined by the needs of the location

Signature

Date