

City of South San Francisco
Human Resources Department

Supervising Library Specialist
Class Description

Definition

Under general supervision, performs a wide variety of paraprofessional and technical work involved in patron, technical and computer services; trains, coordinates, schedules and supervises clerical and paraprofessional staff and volunteers performing a wide variety of activities associated with technical, circulation and patron services; prepares standard and specialized reports using the library's patron, collection and circulation databases; provides specialized reference and programming services; and performs related duties as assigned.

Distinguishing Characteristics

This is an advanced journey-level classification in the Library Assistant series and is distinguished from the Library Assistant I and II by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible duties assigned to positions in the Library Assistant class, including responsibility for a functional service area. Employees assume increased responsibility in preparing standard and specialized reports from the library's patron, collection and circulation databases, and increased responsibility in planning, organizing and coordinating library circulation and technical services or providing specialized reference and programming services.

Typical and Important Duties

1. Organizes, coordinates, and directs an assigned function or program in the library such as Acquisitions, Circulation, Automated or Branch services.
2. Provides technical assistance to library programs by preparing and assisting with interpretation of routine and specialized reports from the library circulation, patron and collection database; troubleshoots reports for accuracy; works with PLAN (Peninsula Library Automated Network) as needed.
3. Assigns, supervises, and evaluates the work of subordinate staff and volunteers.
4. Provides full range of "circulation" services; trains staff on public service desk functions and operations; performs routine and complex work in directing circulation services activities; supervises and coordinates the "floor-level" tasks to insure library materials are checked in and re-shelved in a timely fashion and in the correct order; coordinates shifting of collections for accessibility and display as needed.
5. Answers reference questions and assists patrons in use of library materials and equipment; trains staff and patrons on library resources and equipment.
6. Assists in developing and streamlining local policies and procedures; provides input on a system-wide level; handles complex and sensitive problems involving circulation procedures and patrons.
7. Responds to and resolves patron inquiries and complaints about library policies, equipment, collections and patron circulation records.

8. Prepares, maintains, updates, submits, and records using standard word processing and spreadsheet or database software, including library acquisitions, library inventory, and collection documentation.
9. Assists with the selection, ordering and cataloging of library materials; as well as the weeding of and withdrawal of library materials.
10. Provides assistance and builds, classifies/tags, maintains, and promotes print and digital collections in specialized areas of the library collection.
11. May have operating responsibilities over branch and outreach activities on a daily basis, as well as, in the absence of senior personnel.
12. Operates library computer and technology-related equipment, systems and software; may have oversight responsibility.
13. Works with staff in providing for and maintaining safe, secure, accessible facilities.
14. Proactively develops reasonable and viable solutions to problems that arise, as well as, actively work with the library team to research and introduce potential improvements, creates efficiencies, and provides improved community experience.
15. Plans, coordinates and implements library services and programs, both in the library and at local events/meetings.
16. Represents library at city and library system meetings
17. Maintains excellent customer services with patrons.
18. Performs related duties as assigned

Job-related Qualifications

Knowledge of:

- Library principles, practices and procedures including privacy, confidentiality, and intellectual freedom in a library context.
- Methods and sources used in library work in technical services, collection development and maintenance, reference and readers advisory, and outreach activities.
- Library automation, computer software and equipment, e-readers, and mobile devices.
- General principles and practices of supervision and training.
- May require program specific knowledge such as archival, children's services, or world language knowledge.
- Principles and procedures of record keeping.

Ability to:

- Effectively oversee an assigned function or program on an ongoing basis or in the absence of senior staff.
- Work independently and also as part of a group, team, or committee.
- Use the library circulation, collection and patron database to create and retrieve common and complex reports.
- Train patrons and staff members on use of the library collection, systems, and equipment.
- Establish and maintain positive relationships with co-workers, city staff, PLS libraries and other community partners.
- Organize work, set priorities, meet critical deadlines, and follow up on assignments with minimum direction.
- Communicate clearly verbally and in writing.

- Effectively coach, instruct, direct, schedule and supervise paraprofessional and clerical staff and volunteers.
- Represent the city and the department in contacts with representatives of other agencies, departments, and the public.
- Have flexibility and a positive attitude when working in all sections of the library as needed.
- Work in a safe manner, following all library and city safety practices and procedures.
- Troubleshoot equipment and software malfunctions in order to give clear information to city and library technical staff.
- Maintain confidentiality regarding sensitive information.
- Work irregular hours including evenings and weekends.

Skill to:

- Express oneself clearly and concisely, both verbally and in writing.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Plan, organize, prioritize and present work.
- Respond to patrons' requests, inquiries and complaints in a tactful, courteous, and effective way.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Three years of library experience comparable to that of a Library Assistant II in the City of South San Francisco, including one year providing technology and functional supervision over assigned personnel.

Training:

An associate's degree from an accredited college with major coursework in library science. Library experience may be substituted for required education on a year-for-year basis.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Requires manual dexterity, clear speech, and visual and hearing acuity. Ability to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, reach with hands/arms, and maintain sustained posture in a seated or standing position for

prolonged periods of time;; pull/push and lift/carry 35 pound boxes, files, and materials.

Work Environment:

Duties are performed indoors, in a typical library setting, and occasionally at outdoor events. May involve exposure to low to moderate noise levels, scents, as well as, irate, angry and hostile persons.

Ability to:

Must be able to transport oneself to different work site and meeting locations; maintain a safe driving record; maintain a neat and clean appearance; work irregular hours, including weekends and evenings.

Additional Information:

- Approved: August 2013
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/Non-exempt
- Job Code: A670