

## LIBRARY SERVICE SUPERVISOR

### NATURE OF WORK

This is supervisory work managing the customer services of a Main Library or quadrant library, or the work of Library Associates within a department, or the daily operation of the Bookmobile.

Work involves responsibility for hiring, training, evaluating, and supervising Library Service Associates and unclassified library personnel, with emphasis on excellent customer service. Work involves application of experience and knowledge in library policies for customers and staff. Work includes considerable time working with the public. The nature of work is such that employees have considerable independence of action in the disposition of routine work matters, in handling complaints, and giving information to customers. Work involves assuming role of building supervisor in absence of Branch Supervisor or Librarian. Supervision is received from a professional supervisor with work being reviewed through observation of performance, frequent conferences, and regular reports. Supervision will be exercised over Library Associates, volunteers, or unclassified library personnel.

### EXAMPLES OF WORK PERFORMED

Supervises Library Associates, including hiring, training, assigning work duties, and evaluating.

Drives Bookmobile to designated stops and provides public service.

Addresses user complaints.

Resolves staff questions regarding procedural difficulties and policies.

Recommends solutions to programs and suggests improvements in service or efficiency.

Provides full range of customer service, including circulation, information, technology, and readers advisory services.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of library policies, procedures, and services.

Knowledge of supervisory best practices.

Ability to work well with the public and with colleagues and those supervised.

Ability to assist customers with library resources, policies or other services.

Ability to solve problems with regard to application of library policies and procedures, in accordance with established precedent.

Ability to communicate effectively orally, in writing, and via electronic means.

Ability to learn new processes and informational resources.

Ability to establish and maintain effective working relationships with coworkers.

Ability to organize work and follow through on assignments.

Skills in motivating staff, training staff and role-modeling for staff.

Skill in explaining complex rules or procedures to customers and staff.

Skill in keyboarding and operation of general office software.

#### MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university and two years of experience in providing customer service to the public and two years of experience in a training capacity, or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

#### NECESSARY SPECIAL REQUIREMENT

When operating equipment that falls under the Nebraska Commercial Driver's License (CDL) status, the employee is required to possess and maintain the proper license and endorsement.