



Library Supervisor

Reports to Executive Director; annually reviewed by Executive Director

Supervision: Library Assistants, Library Volunteers

Fair Labor Standards Act: FLSA Exempt, Professional Full Time, 40 hours per week

Salary Range: \$60,000 – \$65,000

Scope of Job: The library supervisor oversees daily operations of the library; provides leadership and guidance to the circulation team; trains and mentors library assistants and circulation volunteers; and maintains library resources and spaces used by patrons. The supervisor leads and works with front line staff to deliver excellent customer service to guests of the library, assuring all patrons feel welcome and have access to library services in a safe, clean, and productive public environment.

Essential Duties and Responsibilities

70% SUPERVISION AND LEADERSHIP

Supervision:

- Supervise front line staff and prioritize workflow to maintain consistent, high-quality service to patrons.
- Serve 20 hours working alongside staff, including assisting patrons and material handling duties. Hours may include evening and Saturday coverage.
- Prepare weekly floor schedules and monthly schedules for library assistants, including off-desk hours for planning and assigned tasks. Arrange coverage for absent employees and be on-call in cases of unexpected absences.
- Interview candidates with the hiring team, orientate and train library assistants, and provide ongoing customer service and operations trainings.
- Update and hone onboarding materials and processes.
- Coach library assistants and assist with individual goal achievement.
- Evaluate library assistants annually and make recommendations for merit increases. Develop and implement improvement plans when needed.
- Approve timesheets for accuracy and approve paid time off leave.
- Plan and implement staff appreciation and teambuilding activities or events to support a positive team environment.

Service Operations:

- Coordinate services to patrons, including study room and meeting room reservations, tech lab use and reservations, notary, tech help, test proctoring, reference and readers advisory help.
- Track and record library resource and service use in monthly and annual statistic reports.
- Oversee courier delivery and processing to ensure accuracy and efficiency. Run quarterly reports to identify courier delays and issues. Report and manage courier issues.

- Respond to patron concerns and complaints in accordance with policy and procedures. Complete incident reports in cases of violations and emergencies.

Volunteer Coordination:

- Recruit, train, and retain circulation volunteers; revise or develop volunteer training material or procedures as needed.
- Communicate schedules, closures, and updates through monthly email.
- Coordinate other tasks for circulation volunteers with program planners and cataloging staff.
- Plan and implement volunteer appreciation.

30% OPERATIONS

- Maintain and coordinate resources used by patrons, including copier, printers, computers, seating, study rooms, meeting room, equipment, tech lab or makerspace, telehealth, and restroom facilities.
- Report needed repairs and custodial infractions to the Director.
- Facilitate IT help desk tickets with Marmot.
- Revise or develop processes and procedures to increase productivity, efficiency and clarity of front-line tasks.
- Maintain an orderly shelving of the collection with periodical shelf reading assigned to staff or volunteers.
- Ensure collection is merchandized and displayed attractively.
- Maintain a welcoming, safe, equitable and productive environment for staff and guests.
- Ensure enforcement of library policies.
- Participate in recording and depositing revenues from library fees; ensure sufficient funds are available for daily operations.

Other skills, tasks and trainings, expectations

- Be reliable, efficient, responsible and able to work independently.
- Adhere to and stay current in Colorado labor laws.
- Advance professional knowledge through ongoing learning and development.
- Research and apply best practices for library services.
- Communicate regularly with the library director.
- Provide ongoing communication and solicit regular input and feedback from staff.
- Adhere and enforce library confidentiality policy.
- Order or request supplies.
- Participate in policy revision or drafting.
- Facilitate special projects developing from the strategic priorities.
- Communicate shelving conditions (deficiencies or crowding) to book selector(s) for development or weeding solutions.
- Promote the collection and programs of the library by cooperating with selector(s) and coordinators.
- Serve as person in charge during director absences.

**Minimum Qualifications:**

- Two years of library service or related experience.
- Two to four years of successful supervisory experience.
- Experience teaching, training or mentoring others.
- Excellent verbal and written communication skills.
- Ability to demonstrate effective leadership skills, including practical thinking, problem solving, adaptability, coaching, mentoring and interpersonal skills.
- Ability to work independently, be proactive and show initiative.
- Ability to prioritize and delegate tasks.
- Intermediate technology skills for Windows, Microsoft Office (Word and Excel), Google Drive, Calendar, and Gmail.
- Technological aptitude with library apps and online resources.
- Ability to facilitate a culture supporting people of all ages and diverse backgrounds.

Work Environment:

- The essential duties for this position are performed in an indoor environment.
- Moderate noise (computers, phones, printers, scanners, and patron interactions).

Physical Activities:

Performance of essential duties include the following physical abilities:

- Ability to lift and carry up to 40 lbs.
- Ability to push and pull a cart weighing up to 100 lbs.
- Ability to kneel, crouch, reach and stoop 50% of the time.
- Use of hands, fingers, and grasping of library material are required, with repetitive motion.
- Long periods of sitting, remaining stationary, or moving around.
- Bending, grasping, stretching without limitations which includes reaching into bins for materials, moving bins and carts filled with materials, shelving and shifting materials at various height levels.
- Lifting above your waist, head, shoulders, etc. up to 25 lbs.
- Ability to hear and respond to signals, calls and alarms.
- Ability to see and respond to safety hazards, behaviors not aligned with policies, and conditions requiring repair or cleaning.