Sacramento Public Library Authority

July 28, 2011 **Agenda Item 18.0 Revised Position Descriptions**

TO: **Sacramento Public Library Authority Board Members**

FROM: **Rivkah K. Sass, Library Director**
Rita M. Viviano, Interim HR Manager

RE: **Revised Position Description**

RECOMMENDED ACTION(S):

Adopt Resolution 11-45, A Resolution Approving the Sacramento Public Library Authority Position Descriptions for Library Supervisor I and Library Supervisor II.

REASON FOR RECOMMENDATION

In February 2007, all of the Library Authority's Position Descriptions were reviewed and revised. Since that time, staff have found many position descriptions that need to be updated to accurately reflect changes in the essential functions, required knowledge, education, and physical demands of each position.

Recently, staff and representatives from Local 39 reviewed and updated the Position Descriptions for Library Supervisor I and II. Some of the essential functions, required knowledge, education and physical demands have been revised to more accurately describe the position. Additionally, core competencies have been added to each description.

Staff is recommending approval of the revised Position Descriptions for Library Supervisor I (Exhibit A) and Library Supervisor II (Exhibit B).

ATTACHMENTS

Resolution 11-45, A Resolution Approving the Sacramento Public Library Authority Position Descriptions for Library Supervisor I and Library Supervisor II

Exhibit A: Library Supervisor I Position Description - Revised
Exhibit B: Library Supervisor II Position Description - Revised

THIS PAGE INTENTIONALLY LEFT BLANK

Sacramento Public Library Authority

RESOLUTION NO. 11-45

Adopted by the Governing Board of the Sacramento Public Library Authority on the date of:

JULY 28, 2011

A RESOLUTION APPROVING THE SACRAMENTO PUBLIC LIBRARY AUTHORITY POSITION DESCRIPTIONS FOR LIBRARY SUPERVISOR I AND LIBRARY SUPERVISOR II

BE IT HEREBY RESOLVED BY THE GOVERNING BOARD OF THE SACRAMENTO PUBLIC LIBRARY AUTHORITY AS FOLLOWS:

1. The revised Position Description for Library Supervisor I as shown in Exhibit A is approved.

2. The revised Position Description for Library Supervisor II as shown in Exhibit B is approved.

_____
Sandy Sheedy, Chair

ATTEST:

Rivkah K. Sass, Secretary

By:_____
Brenda Haggard, Assistant Secretary

ATTACHMENTS:
Exhibit A: Library Supervisor I Position Description - Revised
Exhibit B: Library Supervisor II Position Description - Revised

THIS PAGE INTENTIONALLY LEFT BLANK

Sacramento Public Library
Position Classification

Library Supervisor I
Grade: 7
FLSA Status: Non-Exempt
Designation: Represented

Department: Branches, Mobile Library, Library Units
Date: 07/2011

Job Summary: Plans, organizes, and supervises the operations of a small branch library, mobile library or library unit; provides information and readers' advisory services to the public; organizes and conducts programs for a broad range of library users; provides supervision and leadership to small branch library or library unit staff; and performs other related duties as assigned.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Supervises all operations and services of a small branch library, mobile library or library unit; monitors budget and expenditures, identifies problems and needs, develops and presents programming;
2. Establishes procedures for effective small branch library, mobile, or library unit operation; conducts staff meetings and recommends changes to improve system wide operations;
3. Identifies challenges in the delivery of library services, recommends solutions; including scheduling, and providing new library services;
4. Assigns, prioritizes, schedules, and reviews the work of library staff, and volunteers assigned to the unit or branch;
5. Provides input for recruiting, interviewing, and recommendations for hire; trains and evaluates the work of assigned personnel according to established guidelines and procedures; works with managers to respond to personnel issues or problems;
6. Understands, effectively interprets and communicates library policies, procedures, and rules to library staff and customers;
7. Provides effective customer service to internal and external customers; resolves complex customer service issues;
8. Plans, organizes and delivers a broad range of programs and services to all age groups, including readers' advisory, information services, instruction and other services;
9. Supervises or prepares all required reports according to established policies and procedures, including monthly statistics, cash receipts and other reports required for the effective operation of the library;
10. Monitors equipment and facility issues; makes budget requests for facility maintenance and enhancements and new or replacement equipment;
11. Coordinates repair and maintenance of equipment and facilities; monitors work orders;
12. Acts as a representative of Sacramento Public Library, develops and maintains positive relationships and partnerships with the public, staff, community leaders, and Friends of the Library; promotes the library within the community; develops and delivers

presentations to community groups;
13. Keeps current in library practices, procedures and technology;
14. Uses current established professional practice to ensure that the collection in the branch or unit is up-to-date, maintained and relevant to community needs;
15. Attends meetings, leads and participates in various committees and team activities;
16. Requires regular and punctual attendance;
17. A valid driver's license is required at the time of appointment and as a condition of continued employment;
18. A valid California Class C driver's license is required at the time of appointment and as a condition of continued employment for the mobile library unit position; A satisfactory DMV check and alcohol/drug screen will be required prior to appointment to the mobile library unit position;
19. Performs other duties as assigned.

Sacramento Public Library Core Competencies:

All employees of the Sacramento Public Library will be evaluated on the following competencies:

- Accountability
- Communication
- Customer Service Focus
- Respect for Others

In addition, Supervisors will be evaluated on the following competencies:

- Decision Making
- Holding Others Accountable
- Planning, Organizing and Coordinating

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Principles, practices and procedures of assigned area of responsibility;
2. Principles, practices and procedures of supervision, training and performance appraisal;
3. Effective customer service techniques in a wide variety of situations serving a diverse customer population;
4. Information resources, methods of research, and other resources;
5. Effective written and spoken communications standards;
6. Principles and practices of intellectual freedom and the Library Bill of Rights;
7. Use of equipment and software essential to the effective functioning of the library, including computers, integrated library systems and productivity software.

Skills and Abilities:

1. Learn, understand and interpret Sacramento Public library's policies and procedures, as well as principles, practices, and procedures in assigned area of responsibility;

2. Ensure a positive and successful customer experience by understanding the customer's needs, contributing to finding solutions, and delivering effective library service that is focused on the customer;
3. Respond to and resolve customer complaints and problems in a timely, accurate, courteous, respectful and friendly manner;
4. Plan, organize, and supervise the activities of assigned work unit including coaching, mentoring, disciplining staff; follow through effectively and efficiently;
5. Safely operate and drive a 2-4 ton mobile library unit vehicle;
6. Collect, compile, and analyze information and data;
7. Learn, effectively use, and train staff and others on the use of specialized library software and applications;
8. Prioritize and multitask;
9. Take responsibility for personal learning and development in order to keep up with new and emerging technologies and service innovations;
10. Set, model and maintain a positive work environment, calm atmosphere, and effectively handle any difficult situations which may occur;
11. Lead through collaboration, team building, and consultation;
12. Perform simple repair and maintenance on computers and other equipment;
13. Communicate effectively, respectfully and courteously with other staff and members of the public;
14. Adapt to rapidly changing technologies and customer expectations.

Education and Experience:

1. Master's degree in Library and Information Science from an ALA accredited college or university; or
2. Bachelor's Degree and one year of customer service experience in providing programs, information and customer service in a library or related setting; or
3. Two years of college and three years of increasingly responsible customer service experience in a library or related setting.

Physical and Environmental Conditions:
Ability to stand, walk, carry, and bend from 76% to 100% of the time;
Ability to reach, stoop, squat, crouch and push carts and bins from 51% to 75% of the time;
Ability to climb, balance, kneel, pull and sit from 25% to 50% of the time;
Ability to work at waist level, between waist and shoulder level and above shoulder level from 34% to 66% of the time;
Ability to lift and carry bins and boxes of library materials weighing up to 50 pounds 33% of the time, 20 pounds from 34% to 66% of the time and 1-10 pounds from 67% to 100% of the time.;
Ability to push/pull and maneuver book carts weighing up to 200 pounds 50% of the time;
This position requires repetitive motion of hands/wrists up to 75% to 100% of the time;
Must be able to manipulate small materials including labels, and general office tools;
Specific vision abilities for this job include close vision and the ability to adjust focus;
Work environment involves everyday risks or discomforts that require normal safety precautions typical of a library or workroom setting;
Follow all safe work place policies and procedures with regard to office equipment, accident

prevention and observance of fire and building safety regulations;
Possible exposure to angry or hostile individuals and to personally offensive library materials;
Must be able to transport oneself to assigned work location in a timely manner.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

_____ _____
Employee Signature Date

Sacramento Public Library
Position Classification

Library Supervisor II
Grade: 9
FLSA Status: Non-Exempt
Designation: Represented

Department: Branches, Library Units
Date: XX/2011

Job Summary: Plans, organizes, and supervises the operations of a community branch library, or library unit; ensures the library provides community-focused services through outreach and partnerships; provides information and readers' advisory services to the public; organizes and conducts programs for a broad range of library users; provides supervision and leadership to community branch library or library unit staff; and performs other related duties as assigned.

Essential Functions:
(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

1. Plans, organizes, and supervises all operations of a community branch library, or library unit; plans services, recommends budget allocations, monitors budget and expenditures, identifies problems/needs and develops, recommends, and oversees programming;
2. Establishes procedures for effective community branch library or unit operation, conducts staff meetings and recommends changes to improve system wide operations;
3. Uses current, established professional practice to ensure that the collection in the community branch library or library unit is up-to-date, maintained, and relevant to community needs;
4. Plans, organizes, oversees and delivers a broad range of programs and services to all age groups, including information services, readers' advisory, instruction and other services;
5. Ensures that library customer service needs are met through analysis, community studies, customer requests and feedback;
6. Identifies challenges in the delivery of library services and recommends solutions; including scheduling, and providing new library services;
7. Provides input for recruiting, interviewing, and recommendations for hire; trains and evaluates the work of assigned personnel according to established guidelines and procedures; assigns staff to projects, committees and tasks; analyzes and determines scheduling and staffing needs; ensures ongoing staff training and information sharing as needed; responds to personnel issues or problems; may work with managers to resolve personnel issues;
8. Prepares community branch library or library unit goals and objectives; recommends and develops policies and procedures for community branch library or library unit; participates in the development of policies and procedures for the library system;
9. Understands and effectively interprets and communicates library policies, procedures, and rules to library staff and customers;
10. Provides effective customer service to internal and external customers; resolves

complex customer service issues;
11. Acts as a representative of Sacramento Public Library to the public; develops and maintains positive relationships and partnerships with the public, staff, community leaders, and Friends of the Library; promotes the library within the community; develops and delivers presentations to community groups;
12. Supervises or prepares all required reports according to established policies and procedures, including monthly statistics, cash receipts and other reports required for the effective operation of the library;
13. Monitors equipment and facility issues; makes budget requests for facility maintenance and enhancements and new and replacement equipment;
14. Coordinates repair and maintenance of equipment and facilities; monitors work orders;
15. Keeps current in library practices, procedures and technology;
16. Leads and participates in system wide meetings and committees, task forces, team activities and training;
17. Requires regular and punctual attendance;
18. A valid driver's license is required at the time of appointment and as a condition of continued employment;
19. Performs other related duties as assigned.

Sacramento Public Library Core Competencies:

All employees of the Sacramento Public Library will be evaluated on the following competencies:

- Accountability
- Communication
- Customer Service Focus
- Respect for Others

In addition, Supervisors will be evaluated on the following competencies:

- Decision Making
- Holding Others Accountable
- Planning, Organizing and Coordinating

Required Knowledge, Skills, and Abilities:
The employee is expected to perform or possess the following:

Knowledge of:

1. Principles, practices and procedures of assigned area of responsibility;
2. Principles, practices and procedures of supervision, training and performance appraisal;
3. Effective customer service techniques in a wide variety of situations serving a diverse customer population;
4. Information resources, methods of research, and other resources;
5. Effective written and spoken communications standards;
6. Principles and practices of intellectual freedom and the Library Bill of Rights;
7. Use of equipment and software essential to the effective functioning of the library, including computers, integrated library systems and productivity software;
8. Budgeting procedures and techniques.

Skills and Abilities:

1. Learn, understand and interpret Sacramento Public Library's policies and procedures,

as well as principles, practices, and procedures in assigned area of responsibility;
2. Ensure a positive and successful customer experience by understanding the customer's needs, contributing to finding solutions, and delivering effective library service that is focused on the customer;
3. Respond to and resolve customer complaints and problems in a timely, accurate, courteous, respectful and friendly manner;
4. Plan, organize, and supervise the activities of assigned work unit including coaching, mentoring, disciplining staff; follow through effectively and efficiently;
5. Collect, compile, and analyze information and data;
6. Learn, effectively use, and train staff and others on the use of specialized library software and applications;
7. Take responsibility for personal learning and development in order to keep up with new and emerging technologies and service innovations;
8. Perform simple repair and maintenance on computers and other equipment;
9. Prioritize and multitask;
10. Lead through collaboration, team building, and consultation, mentoring and coaching; model this leadership style for others;
11. Set, model, and maintain a positive work environment, calm atmosphere, and effectively handle any difficult situations which may occur;
12. Communicate effectively and courteously with other staff and members of the public;
13. Adapt to rapidly changing technologies and customer expectations.

Education and Experience:

1. Master's degree in Library Science from an ALA accredited college or university;
2. Two years experience as a professional librarian, preferably in area of specialization or assignment, including one year in supervisory capacity.

Physical and Environmental Conditions:

Ability to stand, walk, carry, and bend from 76% to 100% of the time;
Ability to reach, stoop, squat, crouch and push carts and bins from 51% to 75% of the time;
Ability to climb, balance, kneel, pull and sit from 25% to 50% of the time;
Ability to work at waist level, between waist and shoulder level and above shoulder level from 34% to 66% of the time;
Ability to lift and carry bins and boxes of Library materials weighing up to 50 pounds 33% of the time, 20 pounds from 34% to 66% of the time and 1-10 pounds from 67% to 100% of the time.;
Ability to push/pull and maneuver book carts weighing up to 200 pounds 50% of the time;
This position requires repetitive motion of hands/wrists up to 75% to 100% of the time;
Must be able to manipulate small materials including labels, and general office tools;
Specific vision abilities for this job include close vision and the ability to adjust focus;
Work environment involves everyday risks or discomforts that require normal safety precautions typical of a Library or workroom setting;
Follow all safe work place policies and procedures with regard to office equipment, accident prevention and observance of fire and building safety regulations;
Possible exposure to angry or hostile individuals and to personally offensive Library materials;
Must be able to transport oneself to the assigned work location in a timely manner.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

_____ _____

Employee Signature Date