

Library Supervisor

DESCRIPTION OF WORK: Positions in this banded class supervise a branch or unit of a library such as information services, collections, acquisitions, metadata and cataloging, and digital information management; and/or direct, organize and evaluate branch programs and operations to ensure effective performance, results, and quality control. Positions direct a staff of professional librarians and library technical assistants in cataloging; distribution of information; collection management, including assessment, maintenance, and preservation of multi-format collections; resources sharing; acquisitions; and providing reference/research assistance and other customer services to library users. Positions plan, organize, direct, and evaluate library services to meet the needs of users, ensure efficient operations, and develop and implement digital library services. Positions in this banded class develop and coordinate work with other libraries and entities; evaluate workflow and revise as needed; monitor and report on unit activity; develop and apply standards, guidelines and procedures; and prepare and monitor budgets. Work may include designing and delivering training programs.

EXAMPLES OF COMPETENCIES: CONTRIBUTING

Knowledge – Professional: Basic knowledge and understanding of the practices, policies, standards and trends of Library Science and Information Resources. Full knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession. Basic knowledge of developing and maintaining a library collection. Full knowledge of the policies, practices, trends, and issues associated with providing electronic access to library data, collections, and information. May require basic knowledge of and skills in digital preservation issues, trends, and current technologies.

Planning and Organizing: Ability to plan, implement, and manage the delivery and improvement of services, staffing and resources. Actively provide oversight to unit. Ability to design and manage projects including project timelines, resources, and work assignments; ability to coordinate implementation efforts. Ability to research and identify funding opportunities; ability to assist in writing grants applications; may require ability to manage grants. Ability to maintain relationships with vendors and service providers; ability to assist in negotiating and monitoring contracts.

Customer Service: Ability to direct the work of professional librarians and support staff to meet customer needs; ability to train and monitor employees in providing quality customer service. Ability to listen to library staff, users, partners, and customers to solicit ideas to improve service; ability to identify service improvements; ability to assist in planning and implementing improvements.

JOURNEY

Knowledge – Professional: Full knowledge and understanding of the practices, policies, standards, and trends of Library Science and Information Resources. Thorough knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession. Full knowledge of library collection development and management. Thorough knowledge of the policies, practices, trends, and issues associated with providing electronic access to library data, collections, and information. May require full knowledge of and skills

Building Partnerships: Ability to demonstrate basic understanding of the importance of building collaborative relationships to meet the unit's goals. Ability to work effectively with internal and external organizations.

Human Resources Management: Ability to manage and direct the work of professional librarians and support staff; ability to make work assignments. Ability to establish employee work expectations; ability to develop and implement work plans; ability to review performance based on the work plan; ability to prepare performance reviews. Ability to assist in the recruitment and selection process. Ability to assess employee skills; ability to identify and recommend career development opportunities with employees.

Interpersonal and Communication Skills: Ability to maintain effective working relationships with unit staff and library staff; ability to demonstrate and encourage teamwork. Ability to communicate basic information to employees, external customers, and the public; ability to express ideas and presents facts in a clear, concise and organized manner; ability to disseminate information on changes in policies, procedures, and protocols. Ability to plan for and deliver on-the-job training. Ability to prepare and organize written reports according to standards and requirements; ability to guide staff in providing appropriate documentation. Ability to network within the profession to maintain current knowledge of new programs and trends in the field; ability to participate in professional organizations.

Building Partnerships: Ability to identify and develop contacts and relationships with interested parties in achieving work goals. Ability to train and mentor others in working with internal and external organizations; ability to seek out new partnership opportunities.

Human Resources Management: Ability to review staff allocation levels to ensure appropriate staffing to meet unit's goals; ability to identify knowledge and skills needed in work unit. Ability to conduct performance reviews; participate in the disciplinary and

in digital preservation issues, trends, and current technologies.

Planning and Organizing: Ability to plan, manage, and implement the delivery and improvement of services, staffing and resources, some of which may include larger staff, multiple programs or moderately complex or significant programs. Ability to plan and manage multi-faceted and specialized projects; ability to consult with and determine client/customer needs and project parameters. Ability to coordinate others in the research and writing of grants; ability to manage grants. Ability to negotiate contracts with vendors and service providers; ability to identify issues and problems with services/products.

Customer Service: Ability to research and propose new approaches to meet customer needs; ability to assist in design of new customer services. Ability to plan and implement customer service improvements based on feedback received from library staff, users, partners, and customers.

ADVANCED

Knowledge – Professional: Thorough knowledge and understanding of the practices, policies, standards, and trends of Library Science and Information Resources. Advanced knowledge of and skills related to the use of current library systems, technologies and tools used in the library and information science profession. Thorough knowledge of library collection development and management; and demonstrated skill in developing a focused library collection. Advanced and/or specialized knowledge of the policies, practices, trends, and issues associated with providing electronic access to library data, collections, and information. May require thorough knowledge of and skills in digital preservation issues, trends, and current technologies.

Planning and Organizing: Ability to direct higher-level planning, organizing and staffing for complex unit(s). May require ability to coordinate work through subordinates. Ability to contribute to strategic planning. Ability to manage complex projects; ability to train and mentor others in project management skills. Ability to serve as an expert resource in securing grants; ability to mentor and train others in grant management skills, processes, and techniques.

Customer Service: Ability to design and implement new customer service programs. Ability to plan long-term, strategic customer service improvements; ability to assist management in securing funding as needed.

grievance processes, as needed. Ability to recruit and select employees; ability to ensure the recruitment, development, and retention of a diverse workforce. Ability to coach employees and facilitate the enhancement of employee skills as appropriate to the needs of work unit; ability to ensure employees have access to tools and information for career development opportunities.

Interpersonal and Communication Skills: Ability to mentor and coach others on building effective working relationships; ability to assist in resolving issues related to team development and working relationships. Ability to communicate moderately complex information to employees, external customers, and the public. Ability to determine training needs and provides training to specific employees; may require ability to develop training programs. Ability to prepare written reports of moderate complexity; ability to review and approve written reports prepared by others.

Building Partnerships: Ability to develop and maintain professional working relationships in complex and/or difficult situations to achieve work goals. Ability to serve as expert resource in working with internal and external organizations; ability to plan and develop long-term, strategic partnerships.

Human Resources Management: Ability to determine work unit design; ability to participate in the strategic planning process with regard to workforce development issues and trends. Ability to ensure compliance with performance management policies and procedures; ability to recommend resolution of disciplinary and grievance issues, as needed. Ability to plan and implement recruiting strategies; ability to actively promote recruitment, development, and retention of a diverse workforce. Ability to actively seek resources and opportunities for employee training and growth; ability to plan and coordinate career development activities.

Interpersonal and Communication Skills: Ability to resolve issues related to team development and working relationships; ability to train others. Ability to communicate information about major and/or complex situations to internal and external audiences; ability to serve as a technical resource in developing responses to external audiences. Ability to develop and deliver training programs. Ability to prepare more complex reports; ability to prepare summaries, written and oral, of current issues and trends in the profession.

MINIMUM TRAINING AND EXPERIENCE:

Master's degree in library and information science or a related discipline and three years of professional librarian experience related to the area of assignment. Degree must be received from appropriately accredited (ALA) institutions or regionally accredited programs in North Carolina.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.