

**LIBRARY SERVICES SUPERVISOR**  
**Code Number: 34600**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

**SUMMARY DESCRIPTION**

Under general direction, supervises a major section within the library such as the Reader's and Information Services, Branch and Technical Services, Circulation Services, or the Library Collection. Supervises employees and activities in a major section(s), oversees and manages customer service areas, performs complex administrative activities, and/or oversees major library-wide projects related to the library collections; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Library Services Supervisor assumes responsibility for planning, supervising, and overseeing the work of one or more major sections, units, or services within the Library. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit with at least 50 percent of the work time spent performing supervisory functions; or supervise, oversee, analyze, evaluate and plan the development of the entire library collection including the digital, print, and recorded materials that are provided for the community. In addition, Assignments are varied and carried out with considerable judgment and independence.

Library Services Supervisor is distinguished from Library Division Manager in that incumbents in the Library Division Manager class are responsible for managing the services of a library division, and direct the activities of several Library Services Supervisors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Supervises and coordinates the overall management, planning, analysis, and maintenance of a complex variety of library collections. Performs an ongoing, systematic, and comprehensive analysis of the entire library collection including print, digital, and recorded materials; identifies, organizes, establishes, participates, and refines new procedures, policies, and guidelines for performing collection management; utilizes project management strategies to accomplish goals.
- Plans, organizes, supervises, and evaluates the work of assigned professional, paraprofessional, and volunteer staff in one or more major sections of the Library; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and

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including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.

- Participates in the selection of professional and paraprofessional Library staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing assigned Library services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values; ensures access to the library's collections and services.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Performs the more technical and complex tasks of the work unit.
- Provides responsible staff assistance to management staff; serves on a variety of committees and task forces; performs studies and makes recommendations for improved service delivery; interprets library policy to staff and members of the public, exercising independent judgment and initiative.
- Participates in the review of library book and materials for an assigned section of the collections; assumes responsibility for assigned collection maintenance, evaluation and organization.
- Assists patrons in using library materials and services and provides specialized reference services in children's and adult services departments; oversees the planning, creation, and implementation of documentation and activities that inform and instruct library users in accessing and using library resources and services.
- Assumes responsibility for and supervision of the building and Library operations in the absence of other supervisory or managerial staff.
- Represents the Library department in meetings with other public agencies, community groups and the public; speaks before groups on library programs and services.
- Coordinates assigned services, activities, and operations with other City departments as well as outside vendors.
- Maintains current knowledge of new trends and innovations in the field of library science and information technology; attends and participates in professional group meetings; participates in professional development activities.
- Performs related duties as required.

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**DESIRED MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Operations, services, and activities of a library services program.  
Principles of supervision, training, and performance evaluation.  
Theory, principles and practices of modern library management including the delivery of reference services, the development and management of library collections and resources, and the application of technology related to library management and services.  
Current developments in librarianship and in managing the delivery of library services.  
Principles and practices of library science.  
Cataloging and indexing rules.  
Administrative procedures as used in public libraries.  
Library policies, methods, and procedures.  
Principles and practices of business data processing particularly related to the maintenance and processing of collection information and the delivery of library services.  
Basic principles and practices of municipal budget preparation and control.  
Principles of business letter writing and basic report preparation.  
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.  
Pertinent federal, state, and local laws, codes, and regulations.  
Principles and practices of effective customer service.

**Ability to:**

Supervise, coordinate, and direct one or more major library service areas or sections.  
Select, train, supervise, organize, and review the work of assigned staff involved in providing library services in assigned area.  
Recommend and implement goals, objectives, policies, and procedures for providing library services in area of assignment.  
Analyze and make sound recommendations on operational issues.  
Prepare clear, concise and comprehensive correspondence, reports and other written materials.  
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
Participate in the preparation and administration of assigned budget.  
Exercise sound, expert independent judgment within policy guidelines.  
Read and interpret complex data, information, and documents.  
Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.  
Utilize standard office equipment including computers and related software applications.  
Maintain current knowledge of new trends and innovations in the field of library science and information technology.  
Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.  
Interpret library policies, resources, and services to the public.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Respond and perform assigned duties in the event of a City-declared emergency.

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**Education and Experience Guidelines** - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education/Training:**

A Master's degree from an accredited college or university with major course work in library science.

**Experience:**

Four years of responsible professional library experience related to area of assignment including one year of lead supervisory responsibility.

**Licenses; Certificates; Special Requirements:**

A valid class C California driver's license.

**PHYSICAL AND ENVIRONMENTAL CONDITIONS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Physical:** Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, books, and documents and material weighing in excess of 25 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting; regular interaction with City staff, patrons and the public.

**11/3/2010**

- **Updated Summary Description and Distinguishing Characteristics (*Included updated library section titles and updated supervision to include supervision of employees in a major section(s) or supervision of the collection management.*)**
- **Added additional paragraph under Essential Duties to include collection management**

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.*