CITY OF GLENDALE			
TITLE:	**Library Operations Supervisor**	**CLASS CODE:**	**409**
REPORTS TO:	**Library Manager**	**GRADE:**	**25**
DEPARTMENT:	**Library**	**FLSA:**	**E**
JOB SPECIFICATION DATE: July 1, 2005 bwg			

JOB SUMMARY

Plans, organizes, and supervises the activities, staff, and volunteers of a large unit within a library division. Performs direct supervision over Library Assistants, Library Clerks, temporary staff, and volunteers.

ESSENTIAL FUNCTIONS

1. Plans, organizes, and supervises the activities, staff, and volunteers in a large unit of a library division.
2. Participates in the development, implementation, and evaluation of policies and procedures for the Library system.
3. Develops, implements, and evaluates unit policies and procedures.
4. Participates in the development of the budget for the unit; monitors unit budget.
5. Trains staff in the use of library computer systems.
6. Supervises the function of processing and discarding library materials.
7. Plans, coordinates, and implements volunteer recognition activities for the Glendale Library system.
8. Investigates and resolves patron problems and negotiates solutions.
9. Investigates and resolves cash handling discrepancies.
10. Coordinates overdue material recovery efforts with patrons and with a collection agency.
11. Prepares library system management reports, analyses, and projections.
12. Makes presentations on unit activities to library advisory board and other city departments.
13. Plans for the delivery and storage of materials and supplies.
14. Resolves patron complaints at the circulation desk.
15. Represents the library at professional meetings and conferences.

SECONDARY FUNCTIONS

16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Library policies, procedures, and operations
Automated systems for library operations
The principles and practices of supervision
Federal laws and regulations concerning the collection of debts

Skill in:

Use of personal computers and automated library systems
Customer services

Ability to:

Supervise, train and develop employees and volunteers in an effective manner
Communicate effectively verbally and in writing
Perform research, evaluate findings, develop recommendations, and prepare reports
Resolve patron complaints and problems effectively
Evaluate operational procedures, systems, and problems; recommend and implement changes
Establish and maintain effective working relationships with city staff and the general public

WORKING CONDITIONS

Office setting. Frequently lifts or moves library books. Exposure to potentially hostile persons or situations.

MINIMUM QUALIFICATIONS

Bachelor's degree in library science, library technology, or a related field and four years of increasingly responsible professional library experience, including two years of supervisory experience.

Any equivalent combination of training, experience, and education, that provides the required knowledge, skills, and abilities, is qualifying.

SPECIAL REQUIREMENTS

May be required to work evenings, weekends, and holidays