

SUPERVISING LIBRARY CLERK

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for supervising clerical support staff engaged in the provision of library services to the public. An employee in this position would be expected to perform the following functions: supervisory duties which include scheduling and maintaining coverage, assigning employees to a specific unit or function within their title, and job and performance counseling; interpreting changes in rules and regulations, modifying office procedures accordingly and disseminating to staff; researching and rectifying problem transactions which cannot be processed by other staff; and performing any work that may be required of a clerical title in a lower grade. This position differs from Principal Library Clerk because of the full supervisory responsibility. General direction is received from high level administrative staff. Supervision is exercised over the work of lower level employees, including performance counseling and appraisals, and scheduling for coverage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those work activities performed by lower level clerical support titles. They are indicative of the level and types of activities performed by incumbents in this title. They are not meant to be all inclusive and do not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Supervises support staff including the distribution and review of work, coverage of all unit activities, assigning employees to a specific desk or function within their title, and job and performance counseling;
2. Troubleshoots difficult clerical problems involving independent judgement;
3. Assists subordinate staff in responding to customers and public in difficult or non-routine situations;
4. Acts as a liaison between administration and staff; attends department meetings and disseminates information to support staff; interprets and clarifies policies and procedures;
5. Establishes circulation policy and procedures;
6. Serves as member of the Administrative Council; helps develop library policy;
7. Prepares reports as directed by the Executive Director;
8. Compiles statistical reports for budget, circulation, and attendance.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of supervisory practices including scheduling and organizing work flow, resolving staff and procedural problems and evaluating employee performance;

Knowledge of library practices necessary to establish and revise procedures to eliminate duplication and provide for maximum efficiency;

Knowledge of automated on-line circulation and cataloging system to enter and retrieve information in a variety of formats, trains others in system use, and recommend modifications to system;

Knowledge of software packages for word processing to produce reports and letters, database management and spread sheets to track information;

Knowledge of computational skills to track and total costs and usage statistics and make simple projections;

Knowledge of office practices necessary for dealing with professional staff, patrons, vendors, and the public, filing and retrieving information and compiling and analyzing information;

Skill in operating office equipment to produce work accurately and efficiently;

Ability to operate and perform minor maintenance on library equipment such as copiers, microform readers, printers, etc.

SUPERVISING LIBRARY CLERK (Cont'd)

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on an analysis of data collected;
Ability to assist staff in responding to the public in difficult or non-routine situations;
Ability to speak knowledgeably and with authority about library functions and to advise staff on how to address situations that occur;
Ability to train employees in departmental procedures and guidelines;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and five years of full-time library clerical work experience, one year of which was supervisory (at least two employees).

NOTE: College education may be substituted for work experience on a year for year basis (30 credits equal to one year), for the library clerical work experience only.

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ADOPTED: 08/18/00