

Job Description

Manhattan Public Library

Job title: Supervisor 1, Public Services

Department: Public Services

Exempt: No

Salary grade: M

Reports to: Library Director

Supervisory responsibilities: Yes (9/4.6FTEs)

Summary: The Public Services Supervisor 1 assists the department manager in the supervision of Public Services Department staff, including their selection, training, scheduling, and evaluation. This position interprets library policy and procedures to the library staff and general public in order to facilitate patron ease of use and access to library collections and services. Serves a diverse community by providing excellent customer service at public service desks, assisting customers with the use of library services and resources.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential Leadership competencies that apply to supervisors, managers and directors:

- Trains and oversees staff within unit of responsibility. Follows up to provide support and learning reinforcement.
- Demonstrates good judgment and effectively solves problems within the library's established policies and procedures; utilizes operational knowledge to make sound decisions; weighs costs, benefits, risks, and chances for success; anticipates possible problems and develops contingency plans.
- In consultation with the library director, guides department or department unit in alignment with library strategic goals and objectives; ensures execution of efficient processes to maximize all library resources.
- Responds to complaints and grievances in a professional and courteous manner.
- Effectively communicates department activities internally and externally.
- Develops and models standards for internal and external customer service excellence.

- Clarifies subordinate roles and responsibilities; motivates employees to perform; assigns and delegates work effectively; applies consistent performance standards and expectations; handles performance problems decisively and objectively; leads by example.
- Establishes priorities and deadlines for work assignments.
- Ensures adequate staffing and scheduling to support priority goals and objectives.
- Creates a culture of support, provides pathways to success and removes obstacles that impeded success.
- Assesses the knowledge, skills, attributes and needs of staff in order to plan, provide and evaluate training.
- Allows subordinate employees opportunities to learn new skills.
- Maintains all types of records including library statistics, operational procedures, and budgets.
- Maintains confidentiality of personnel and patron information and records.
- Demonstrates support for policies and procedures established by administration or the board of trustees.
- Consistently enforces library personnel policies and procedures.
- Makes hiring and promotional recommendations and decisions.
- Makes recommendations regarding the performance of employees who perform poorly.
- Monitors and documents subordinate employee performance, milestones, and progress.

Essential duties:

- Provides excellent customer service at public service desks, assisting customers with the use of library services and resources.
- Performs various tasks that contribute to the success and smooth operation of the Public Services Department.
- Serves as back-up for department operations when Public Services Manager is absent.
- Supervises the Public Services Library Assistant 2s with the assistance of the Public Services Manager.
 - Assists Public Services Manager in developing and updating department procedures.
 - Participates in leading department staff meetings.
- Acts as Librarian in Charge (LIC) by taking primary responsibility for library building maintenance and security, customers, and staff when the director and assistant directors are not present.
- Enforces library policies and procedures and explains them clearly and respectfully to the public and staff.
- Assists the department manager in coordinating department activities and projects.
- Manages physical appearance of the Reference Desk, including arranging for equipment repair, and keeping neat, orderly conditions, and maintaining supplies for the department.
- Maintains computer system security protocol by locking doors, drawers, computer screens, and managing passwords as directed.
- Keeps the Public Services Manager informed of patron and/or staff problems.
- Assists with closing the library by following standard procedures.

Education desired:

- Master's of Library Science degree or a Bachelor's degree in a related field.

Experience desired:

- One year customer service experience
- One year library experience
- One year of supervisory experience

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Ability to instruct and train in methods & procedures.
- Knowledge of management and supervision principles.
- Ability to maintain all types of records including patron records and staff personnel records.
- Up-to-date knowledge of current library services technology.
- Thorough knowledge of library resources, materials, and equipment.
- Ability to operate a PC, relevant computer software, and technology devices.
- Ability to add, subtract, multiply, divide and apply concepts such as fractions, percentages, rations, and proportions to practical situations.

- Ability to think quickly, maintain self-control, and adapt to stressful situations.

Physical and mental factors needed to perform the essential functions of the job:

- Move items weighing up to 20 pounds.
- Move book carts weighing up to 150 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment. including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

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

Duties and responsibilities, as required by business necessity may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERs).
