

Code: 6110

Title: LIBRARY TECHNICAL ASSISTANT SUPERVISOR

SUMMARY: Supervises circulation desk staff in providing library services to patrons.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises and coordinates the equivalent of two or more fulltime employees and all assigned work in a unit ensuring timely and quality activities to respond to the needs of the City, community, department and unit;

Assists with the implementation, evaluation and interpretation of department policies, projects and procedures;

Manages, coordinates, and determines priorities of work load, monitoring levels of resources, establishing time lines, assigning work, monitoring progress, recommending changes and suggestions, writing, reviewing and editing reports prepared by staff, and approving completed projects and reports;

Implements controls for appropriate unit staffing and effectiveness by participating in the recruitment and hiring of employees, making recommendations on employee discipline, and other human resources issues, evaluating and managing employee performance, discussing and identifying personnel issues and facilitating resolutions, promoting positive morale in the unit, ensuring staff is trained appropriately for maximum performance, and providing leadership and guidance;

Contributes to the needs of the community and City by implementing and causing others to implement the organization's values and strategies by leading through example, competency, and accountabilities;

Provides customer service by responding to information requests, conducting research, providing solutions to problems, and correcting errors;

Ensures that unit work conforms to local, State and Federal governmental regulations, and other applicable rules and requirements;

Oversees the circulation desk and directs public services by opening and closing facilities, assisting the public with check-ins and outs, registration, payments, reserves and locating books, processing holds and deliveries, answering the telephone, greeting and directing the public, promoting Library services and shelving books;

Provides assistance with Library services by processing reserves and inter-library loan requests, overseeing books by mail and homebound services and managing the book mobile;

Assists with supervision of personnel by participating in the hiring process, training employees, developing work schedules, assigning and evaluating work assignments, resolving issues, problems and customer complaints, observing and documenting employees and developing and interpreting policies and procedures;

Performs administrative duties by preparing reports and documentation, maintaining equipment, ordering and dispersing office supplies, resolving monetary discrepancies, and approving invoices for payment;

Performs related duties by troubleshooting and maintaining computers, collecting and depositing monies, updating and maintaining databases, and reporting facility problems.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of library science, to include collection development and maintenance;
- computer-based resources and applications in a library system;
- organization and functions of assigned or supported departments;
- principles and techniques of public relations related to the promotion of Library resources and services;
- County budgeting, accounting and procurement processes;
- trends and advances in library management and resources;
- Library resources in the community;
- pertinent copyright law, rules, regulations and "fair use" doctrines;
- principles and techniques of staff supervision, training and evaluation.

Skill in:

- developing and managing the provision of specialized Library services;
- developing and maintaining a multi-media library collection;
- evaluating and culling the collection to maintain its' integrity and usefulness;
- developing and administering a work-unit budget;
- promoting the use of library resources;
- operation and maintenance of Library equipment;
- maintaining records of activity and submitting routine, recurring and special reports;
- supervising, training and evaluation of assigned staff;
- communicating effectively, orally and in writing.

MINIMUM QUALIFICATIONS:

EITHER:

(1) An Associate's degree from an accredited college, technical, business or vocational school in Library Technology or Library Science and one year of supervisory experience in providing Library circulation desk services.

OR:

(2) Two years of experience providing library circulation desk services.

OR:

(3) Former employees of the City of Tucson who transferred to Pima County as a Library Technical Assistant Supervisor

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona Class D Driver's License at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require bi-lingual abilities, in English and a second-language, as determined by the Appointing Authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.