



## Job Description Technical Services Supervisor

**Department:** Technical Services  
**Reports To:** Library Director  
**Job Classification:** Full-Time, Regular, Non-Exempt, Salary Range \$17.00-\$27.00/hour

**Job Summary:** The Technical Services Supervisor manages the day-to-day department operations according to Library policies and procedures and performs hands-on Technical Services functions such as cataloging and processing materials.

**Mission:** We will serve our community by providing fun and educational experiences through our customer-focused staff and technology. The Technical Services Supervisor supports that mission by ensuring that library materials are processed through the system in the most effective and efficient manner.

**Personal & Professional Attributes:** All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

**Core Technology Competencies:** All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

**General Requirements:** Along with the commitment and desire to provide excellent service to library patrons, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external stakeholders. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

### **Minimum Education, Experience, and Licensing Requirements:**

- High school diploma required.
- Bachelor's degree preferred or an equivalent combination of appropriate education, experience, and training.
- Three years library experience, including cataloging and technical service experience, and an aptitude toward staff supervision, or an equivalent combination of education, experience, and/or training.
- Ability to provide own transportation when participating in off-site Library business or activities.
- Must successfully pass a background check.

## **Minimum Knowledge, Skills, Abilities, and Other Characteristics**

- Knowledge of technical processing systems and routines and on-line library systems.
- Knowledge of MARC format, Dewey Decimal System, and Library of Congress Subject Headings.
- Excellent verbal, written, and telephone skills.
- Ability to maintain confidentiality of information handled.
- Ability to establish and maintain effective relationships with patrons, staff, and the general public.
- Ability to effectively monitor, train, supervise, evaluate, coach, delegate and discipline subordinates as necessary.
- Knowledge of and ability to communicate library policies, procedures, and techniques to the public.
- Ability to organize and prioritize workload.
- Ability to perform several tasks simultaneously and under occasional pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to operate and instruct others in operation of computer terminals and other equipment.
- Ability to recognize and respond to potential dangers to patrons and staff.
- Ability to use Microsoft Office Suite and other software.
- Ability to perform the physical activities associated with this job.
- Flexibility in scheduling in regards to lunch breaks and length of work day.

## **Essential Duties:**

- Delegate tasks among department staff members.
- Ensure staff duties are performed properly and in a timely manner.
- Participate in Library System long-range planning, goal-setting, and development and implementation of policies and procedures.
- Compile information and statistics and prepare and submit reports to Director.
- Participate in department staff hiring, evaluation, and train staff how to perform duties according to standardized procedures and follow and implement Library policy.
- Prepare work, approve vacation schedules, and verify staff payroll time sheets.
- Inform staff of Library policy and procedures.
- Communicate with vendors and resolve problems.
- Monitor the behavior of Library users.
- Develops, in conjunction with the Director, goals and objectives for the Outreach Department, all bookmobile visits, appropriate marketing, public relations, and media alerts about the various Bookmobile schedules during the year.
- Perform hands-on Technical Services functions such as cataloging and processing materials.
- Collaborate with collection development staff to coordinate and prioritize Library acquisitions.
- Represent Technical Services at Department Head meetings.
- Attend trainings and lead staff in software migrations as related to cataloging and Technical Services.
- Oversee receiving, cataloging, processing, repairing, and distributing of incoming Library materials.
- Recommend and implement software upgrades as related to Technical Services.
- Ensure Technical Services area is neat and orderly.
- All other duties as needed or as assigned.

## **Additional Duties:**

- May attend library continuing education activities or represent Library at conferences and area events.
- May represent library at community outreach events such as parades, festivals, etc.

**JOB TITLE:** Technical Services Supervisor

**PHYSICAL DEMANDS WORKSHEET**

| STRENGTH        |       | MOBILITY  |     | SENSORY/PERCEPTUAL |     |
|-----------------|-------|-----------|-----|--------------------|-----|
| <b>Lifting</b>  | Yes   | Throwing  | No  | <b>Hearing</b>     |     |
| Maximum Weight  | 40lb  | Sitting   | Yes | Conversation       | Yes |
| <b>Pushing</b>  | Yes   | Standing  | Yes | Sounds             | Yes |
| Maximum Weight  | 300lb | Walking   | Yes | <b>Vision</b>      |     |
| Carrying        | Yes   | Climbing  | Yes | Far                | Yes |
| Gripping        | Yes   | Stooping  | Yes | Near               | Yes |
| Pulling         | Yes   | Bending   | Yes | Color              | Yes |
|                 |       | Crouching | Yes | Depth              | Yes |
| <b>Reaching</b> |       | Kneeling  | Yes | <b>Perception</b>  |     |
| Above shoulders | Yes   | Crawling  | Yes | Spatial            | Yes |
| To Floor Level  | Yes   | Twisting  | Yes | Form               | Yes |
|                 |       | Balancing | Yes | Feeling            | Yes |

| WORK ENVIRONMENT |     |                      |     | ACCESSIBILITY     |     |
|------------------|-----|----------------------|-----|-------------------|-----|
| Inside Work      | Yes | Traveling            | Yes | Doors             | Yes |
| Outside Work     | Yes | Working Alone        | Yes | Aisles            | Yes |
| Hot/Cold         | Yes | Working in a Group   | Yes | Tables            | Yes |
| Fumes            | Yes | Interacting w/Public | Yes | Telephones        | Yes |
| <b>Hazards</b>   |     |                      |     | Staff Room        | Yes |
| Machines         | Yes | <b>Operate</b>       |     | Public Restrooms  | Yes |
| Electrical       | Yes | Equipment            | Yes | Drinking Fountain | Yes |
| Sharp Tools      | Yes | Telephone            | Yes | Parking           | Yes |
| Slippery Floors  | Yes | Computer             | Yes |                   |     |
| Congestion       | Yes |                      |     |                   |     |
| Heat/Cold        | Yes |                      |     |                   |     |
| Dust/Vapor       | Yes |                      |     |                   |     |

**Understanding & Agreement:** The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

**Revised:** June 1, 2012

**Board Approved:** September 7, 2012

I understand and will effectively perform the duties & requirements specified in this job description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date