



Human Resources

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DATE: August 24, 2021
TO: Civil Service Board
FROM: Theresa Severance
Manager, Human Resources, Healthcare and Safety
SUBJECT: Revised Job Classification of Library Supervisor

**RECOMMENDATION:
APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF LIBRARY SUPERVISOR**

Background Information

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills and abilities (KSAs) required to perform those duties.

In addition to the classification specific duties and KSAs, the Human Resources team has created standard language that is included in all classifications depending on their level of responsibility. You will see that language reflected in the revised description.

The Library Supervisor was last revised in November 2011. The changes made were primarily to summarize and encompass the current tasks into broader duties and to increase the experience level from three to five years. The KSAs were changed slightly to broaden the scope and reduce redundancies.

The job classification was discussed with the Supervisory union and all are agreeable to the proposed job description.

Outline of Duties

This classification is responsible for managing the operations of a service area within the Duluth Public Library system; maintaining awareness of changing trends, developments and technology, and collaborating with the Library Manager in the development and implementation of modern library services and program; directing, supporting and evaluating the work activities of assigned staff; and serving as senior staff person in the division, as assigned.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Library Supervisor.

Library Supervisor

SUMMARY/PURPOSE

To manage the operations of a service area within the Duluth Public Library system; to maintain awareness of changing trends, developments and technology, collaborating with the Library Manager in the development and implementation of modern library services and programs; to direct, support and evaluate the work activities of assigned staff; and to serve as senior staff person in the division, as assigned.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Lead a service area within the library and serve on the library's leadership team.
2. Represent the library at professional, governmental and community events and meetings.
3. Participate in developing and adjusting the division budget, allocating resources to achieve goals and objectives. Research funding opportunities, develop proposals and administer grant-funded projects.
4. Manage employee performance, and provide training, coaching, and mentoring for employees.
5. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
6. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
7. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
8. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
9. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
10. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
11. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Master's Degree in Library Science from an American Library Association accredited school and five years of related professional library experience.
 - B. Two years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.

3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of the American Library Association's Code of Ethics, as well as principles and practices of library science. Specific knowledge and experience in the type of services within the area of supervision.
 - B. Knowledge of problem solving and conflict resolution techniques.
 - C. Knowledge of applicable safety requirements.
 - D. Knowledge of, or the ability to learn, City policies and procedures.
 - E. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - F. Knowledge of effective leadership and personnel practices.
 - G. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - H. Knowledge of budgetary, and management principles, practices, and procedures.
 - I. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements
 - A. Skill in the use and application of library-specific technology and equipment.
 - B. Skill in effectively prioritizing and managing multiple projects.
 - C. Skill in organizing, analyzing and evaluating data.
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time and the time of others.
 - F. Skill in completing assignments accurately and with attention to detail.
 - G. Skill in mediation and dispute resolution.
 - H. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - I. Skill in motivating, developing, and leading people.

5. Ability Requirements
 - A. Ability to maintain a positive and flexible approach to changing needs within the community and to an evolving information environment.
 - B. Ability to manage the daily operations of a library service area.
 - C. Ability to make public presentations and to establish positive public media relations.
 - D. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - E. Ability to communicate and interact effectively with members of the public.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to recognize, analyze, and problem-solve a variety of situations.
 - H. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - I. Ability to handle difficult and stressful situations with professional composure.
 - J. Ability to establish goals and objectives.
 - K. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - L. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - M. Ability to manage a budget and work within the constraints of that budget.
 - N. Ability to enforce safety rules and regulations.
 - O. Ability to maintain confidential information.
 - P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - Q. Ability to exercise sound judgment in making critical decisions.

- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: TS	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1369
WC: 8810	Pay:	EEOF: Other	CC:	Resolution:

LIBRARY SUPERVISOR

SUMMARY/PURPOSE

To manage the operations of a service area within the Duluth Public Library system; to maintain awareness of changing trends, developments and technology, collaborating and to collaborate with the Library Manager in the development and implementation of state-of-the-art library-wide/modern library services and programs; to direct, support and evaluate the work activities of assigned staff; and to serve as senior staff person in the division, as assigned.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Lead a service area within the library and serve on the library's leadership team.
2. ~~Develop library services, programs, and collections based on analysis of community needs and interests and evaluation of trends in library service delivery.~~
3. ~~Review, develop and implement service area procedures and workflows.~~
4. ~~Advocate for the needs of the public and service area's staff to the Library Manager and management team.~~
5. ~~Participate in the preparation of the budget and manage assigned budget areas.~~
6. ~~Direct the evaluation, revision and implementation of service area collection policies.~~
7. ~~Establish and enforce local standards and practices related to the organization, inventory and retrieval of library resources, taking into consideration national and international standards.~~
8. ~~Maintain awareness of changing trends, developments and technology to aid the Library Manager in formulating, recommending, implementing and evaluating the effectiveness of new or revised methods and plans to increase productivity, improve performance and reduce costs.~~
9. ~~Research funding opportunities, develop proposals and administer grant-funded projects.~~
- 10-2. Represent the library at professional, governmental and community events and meetings.
11. ~~Organize and implement outreach to individuals, organizations, agencies and businesses in the community.~~
12. ~~Prepare and maintain various reports, records and correspondence as needed.~~
13. ~~Monitor the division's effectiveness and recommend changes.~~
14. ~~Participate in short- and long-range library planning to meet community needs.~~
15. ~~Develop, implement and revise policies and procedures.~~
16. ~~Plan, manage and evaluate projects or programs.~~
17. ~~Evaluate and respond to requests and complaints from the public, City staff and other entities.~~
- 18-3. Participate in developing and adjusting the division budget, allocating resources to achieve goals and objectives. Research funding opportunities, develop proposals and administer grant-funded projects.
19. ~~Serve as the senior staff person within the division in absence of the Manager, Library Services.~~
20. ~~Participate in seminars, conferences and professional organizations to continue professional growth and development.~~
- 21-4. Manage employee performance, and provide training, coaching, and mentoring for employees.

- 22-5. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
- 23-6. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
- 24-7. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
- 25-8. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
- 26-9. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
- 27-10. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
- 28-11. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Master's Degree in Library Science from an American Library Association accredited school and three-five years of related professional library experience;
 - B. Two years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. Current, comprehensive knowledge of the principles and practices of the American Library Association's Code of Ethics, as well as principles and practices of library science. Specific knowledge and experience in the type of services within the area of supervision.~~library science, including cataloging and classification; reference and research; reader's advisory; collection development; library information networks; censorship and copyright laws; library automation and technologies; electronic and web-based resources; data and patron privacy laws; and public library management and marketing.~~
 - ~~B. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.~~
 - ~~C. Knowledge of the principles and practices of budget development and administration.~~
 - ~~D-B.~~ Knowledge of problem solving and conflict resolution techniques.
 - ~~E-C.~~ Knowledge of applicable safety requirements.
 - ~~F-D.~~ Knowledge of, or the ability to learn, City policies and procedures.
 - ~~G-E.~~ Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - ~~H-F.~~ Knowledge of effective leadership and personnel practices.
 - ~~I-G.~~ Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - ~~J-H.~~ Knowledge of budgetary, and management principles, practices, and procedures.
 - ~~K-I.~~ Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements

- A. Skill in the use and application of library-specific technology and equipment, ~~and the use of a personal computer and standard applications software.~~
 - B. Skill in effectively prioritizing and managing multiple projects.
 - C. Skill in organizing, analyzing and evaluating data, ~~to formulate and execute plans.~~
 - D. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - E. Skill in managing one's own time and the time of others.
 - F. Skill in completing assignments accurately and with attention to detail.
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- A. Ability to maintain a positive and flexible approach to changing needs within the community and to a ~~changing~~ evolving information environment.
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