CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 901.6

Job Title: **LIBRARY SERVICE SUPERVISOR**

Pay Grade: 21

GENERAL SUMMARY:

Supervises and performs professional work in various library functions such as reference, community outreach and special projects. and provides service to special populations. May serve as branch manager of a neighborhood library or an assistant manager for a unit or grouping of neighborhood libraries.

RESPONSIBILITIES:

- Supervises, coordinates, trains and evaluates staff who assist patrons and/or perform reference service work.
- Performs advanced reference services including responding to phone questions and in-person and email requests that range from ready reference to in-depth research, requiring extensive use of on-line databases.
- Provides community outreach by serving as a community liaison, attending community meetings, and representing the library at public events.
- Coordinates related reference training for library staff and the general public.
- Orders books reviews books and other materials in areas of subject matter expertise.
- Provides library services for special populations.
- Coordinates adult, young adult, and juvenile programs.
- Provides instruction on using basic indexes, directories, guides, business services, files, databases, and online resources in response to customers' information needs.
- Completes regular facility checklists and reports issues to maintain a safe environment for customers.
- Engages in professional development to remain up to date on current library trends and standards.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree.

EXPERIENCE:
Four years of professional/paraprofessional experience in library, information services, or education is required

SUBSTITUTION:
Associates degree and six years of professional/paraprofessional experience in library, information services, or education may be substituted for the education and experience.

SPECIFICATIONS: (continued)

OR

High School Diploma or GED and eight years of professional /paraprofessional experience in library, information services, or education may be substituted for the education and experience.

COMPLEXITY:
Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

IMPACT OF ACTIONS:
Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives.

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation, e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation, e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Library Service Specialist
Senior Library Service Specialist
Library Service Supervisor

Effective: June 2006
Revised: April 2017
Revised: February 2025