



# CITY OF HOUSTON

## JOB DESCRIPTION

---

---

Job Code: 901.6

Job Title: **LIBRARY SERVICE SUPERVISOR**

Pay Grade: 21

### **GENERAL SUMMARY:**

Supervises and performs professional library work in various library functions such as reference, community outreach, special projects and provides service to special populations. May serve as branch manager of a small branch library.

### **RESPONSIBILITIES:**

- Supervises, coordinates, trains and evaluates staff who assist patrons and/or perform reference service work.
- Performs advanced reference service work for a unit or district, 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 district/unit 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 using book lists and bibliographies; reviews books and other materials in areas of subject matter expertise.
- Coordinates library services for special populations including the visually and hearing impaired.
- Coordinates adult, young adult, and juvenile programs.
- May manage a small branch library.
- Provides bibliographic instruction by using basic indexes, directories, guides, business services, files, catalogs, databases, online resources, etc. in response to clients' information needs.
- Performs miscellaneous tasks as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree.

#### **EXPERIENCE:**

Four years of professional experience in library, information services, or education is required.

#### **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.

### **SPECIFICATIONS: (continued)**

**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*