



PATRON SERVICES SUPERVISOR

This job description is intended to present a list of the range of duties performed by employee(s) in this municipality and is not intended to reflect all duties performed within the job.

DEFINITION

Under the direction and supervision of the Library Director, performs a variety of professional library activities including supervising staff, managing library collections, planning programming, and providing customer service.

ESSENTIAL JOB FUNCTIONS

- Supervises, trains and evaluates Patron Services Department and Outreach Program staff;
- Selects, organizes and maintains the Adult Fiction, Large Print, Audiobook, and Serials collections in print and electronic format and the electronic database collection with help from support staff;
- Maintains, develops, and preserves the Genealogy, Nebraska History, and other local history collections and items;
- Plans and prepares adult programming for the library;
- Keeps current with the principles and practices of modern libraries through professional development activities;
- Keeps statistics of department productivity and provides reports as required;
- Assists patrons at all service desks, providing reference and reader's advisory service, helping patrons on computers and library-related equipment, checking materials in and out, organizing returned materials, collecting service charges, registering new patrons, placing holds on materials for patrons, and searching for materials;
- Assists patrons in advanced searching and utilization of the library's databases, research collections, and historical collections;
- Assists patrons in advanced reader's advisory services;
- Answers telephones and provides assistance with general patron questions;
- Performs miscellaneous duties as assigned.

JOB STANDARDS/SKILLS

Requires the minimum of a Bachelor's Degree in Library Science or a related field (a Master's Degree in Library Science is preferred), Nebraska Public Library Certification or the ability to attain such, strong organizational skills, leadership skills to train and supervise staff, thorough knowledge of the principles and practices of public libraries, thorough understanding of computers and accompanying software and applications, knowledge of library collection classification and selection techniques, effective communication skills, and the ability to establish and maintain positive working relationships with employees and the public.

JOB LOCATION

Norfolk Public Library
308 Prospect Avenue

EQUIPMENT

Computers, mobile technology, photocopier, microfilm reader, scanner, book enlarger, projectors and AV equipment, cash register, and other related library equipment

NON ESSENTIAL FUNCTIONS

Represents the library by serving on various City committees and other duties as assigned by supervisor.

PHYSICAL REQUIREMENTS

Key: N= Never O = Occasionally F = Frequently A= Always

	N	O	F	A
LIFTING			X	
TRANSPORTING		X		
PUSHING			X	
PULLING		X		
CLIMBING		X		
BALANCING		X		
STOOPING			X	
KNEELING			X	
CROUCHING			X	
REACHING		X		
HANDLING		X		
FINGERING		X		
FEELING		X		
TALKING				X
HEARING				X
NEAR ACUITY		X		
FAR ACUITY		X		
DEPTH PERCEPTION		X		
COLOR VISION		X		
FIELD OF VISION			X	
TASTING/SMELLING		X		

ENVIRONMENTAL CONDITIONS

	N	O	F	A
EXPOSURE TO WEATHER		X		
EXTREME COLD	X			
EXTREME HEAT	X			
WET AND/OR HUMID		X		
NOISE INTENSITY LEVEL		X		
VIBRATION	X			
ATMOSPHERIC CONDITIONS		X		
MOVING MECHANICAL PARTS		X		
ELECTRIC SHOCK	X			
HIGH EXPOSED PLACES	X			
RADIATION	X			
EXPLOSIVES	X			
TOXIC/CAUSTIC CHEMICALS		X		

POSITION:

STANDING: 40%
 WALKING: 10%
 SITTING: 50%

CONTROLS:

HAND-ARM: 75%
 FOOT-LEG 25%

STRENGTH LEVEL: 20-30 pounds