

POSITION DESCRIPTION  
**ROCKY RIVER PUBLIC LIBRARY**  
An Equal Opportunity Employer

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- I. POSITION TITLE:** Adult Services Supervisor
- II. DEPARTMENT:** Adult Services
- III. IMMEDIATE MANAGER:** Adult Services Manager
- IV. FLSA STATUS:** Exempt
- V. POSITION SUMMARY:** Responsible for effectively supporting the Adult Services Manager in the Adult Services Department by scheduling departmental staff, leading large projects, and assisting department manager in all aspects of the department as needed. Participates in the creation and presentation of the Adult Services Department programs, develops and maintains collections. Provides courteous and reliable customer service to patrons.
- A. Responsibilities to Manager**  
Serves as a member of leadership. In compliance with the core values and mission of the Library, provides departmental-level leadership in areas of responsibilities; keeps Adult Services Manager informed of projects, duties, and progress; communicates fully and effectively with Adult Services Manager, other members of the Library's leadership, and fellow employees.
- B. Interrelationship with Other Departments**  
Models and promotes good communication and full cooperation with all departments to achieve the goals of the Library. May participate in Library teams.
- VI. QUALIFICATIONS:**
- A. Education and Experience:** Master's of Library Science or Library Information Sciences from an ALA accredited school. 3-5 years of experience in a public library adult services department environment is *preferred*. Prior Supervisor experience is *preferred*.
- B. Knowledge, Skills, and Abilities:**
- Knowledge of Microsoft Office applications.
  - Ability to provide consistently high-quality customer service.
  - Knowledge of library services, literature, and popular materials.
  - Ability to tactfully and effectively work with and to design programs for adult patrons.
  - Ability to maintain confidentiality and use appropriate judgement in handling information and records.
  - Ability to use library technology systems including personal computer, software programs and job-related equipment.

- Ability to establish and maintain a comprehensive record-keeping system and office procedures.
- Ability to resolve complex problems appropriately and to multitask with pending deadlines.
- Ability to foster teamwork.
- Ability to express self effectively and concisely, both orally and in writing.
- Ability to tactfully and effectively deal with the public, staff and patrons of all ages and skill levels.
- Ability to work independently with general direction.

C. **Personal Characteristics:** Consistently maintains, displays, and models a positive attitude. Is a role model for treating people with dignity, respect, and fairness; inspires and ensures that others do so as well.

**VII. ESSENTIAL DUTIES AND RESPONSIBILITIES:** *This list is illustrative and not to be considered exhaustive for this position.*

- A. Upholds the Library's mission and always imparts a positive impression of the Library to the public.
- B. Demonstrates a positive attitude and supports Library goals and objectives; models and reinforces excellent customer service skills.
- C. Responds to questions and situations in accordance with Library policy and in a manner to enhance the reputation of the Library as a public service organization.
- D. Coordinates and develops departmental scheduling.
- E. Maintains regular patron contact by providing courteous, prompt, reliable public library reference service, readers' advisory, computer assistance, and general assistance.
- F. Prepares and presents programs.
- G. Responsible for collection development and management by selecting and ordering appropriate content in designated areas.
- H. Maintains materials budget for designated areas and orders materials within scope of available funds.
- I. Under the direction of Adult Services Manager, oversees the coordination and implementation of department projects and initiatives.
- J. Develops and maintains promotional floor displays.
- K. Responsible for presenting topics to groups and for educating the public how to use Library resources effectively.
- L. Participates in the operation of the Adult Services Department reference desk.
- M. Interprets and recommends adjustments to policies and procedures to

accommodate staff/patron needs.

- N. Works with Adult Services Manager to set annual performance goals and objectives that support the Library's core values.
- O. Interprets Library policies, procedures, and personnel handbook as related to supervisory duties and consults Adult Services Manager, Deputy Director, and/or HR Generalist as referenced throughout policies, procedures, and personnel handbook when necessary.
- P. Participates in Library teams, meetings, in-service training, workshops, and conferences.
- Q. Maintains knowledge of profession by attending training, and workshops, reviews professional publications, establishes personal networks, and by participating in professional organizations outside of the Library.
- R. Maintains paper and digital records/files for respective area/department.
- S. Interacts regularly with Library staff, patrons and general public.
- T. Serves as Person In Charge as requested.
- U. Assumes additional responsibilities and performs special projects as needed or directed.

**VIII. PHYSICAL REQUIREMENTS:** Must be available to work evenings and weekends; Ability to regularly lift up to 30 pounds; Ability to reach overhead and stoop to floor level; operate standard business office equipment; travel is required frequently to visit local schools and community events, off-site training sessions and/or meetings.

*This position description is not intended to be a complete list of all responsibilities, duties or skills required for the position and is subject to review and change at any time, with or without notice, in accordance with the needs of Rocky River Public Library. Since no position description can detail all the duties and the responsibilities that may be required from time to time in the performance of the job, duties that may be inherent in a position, reasonably required for performance, or required due to the changing nature of the position shall also be considered part of the position holder's responsibility.*

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Employee Signature

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Date