



University System of Maryland Job Class Specification

TITLE: LIBRARY SERVICES SUPERVISOR

JOB CODE: N12LBV

FLSA: NONEXEMPT

JOB TYPE: SYSTEMWIDE

EEO6: H50

JOB FAMILY/SERIES: LIB

IPEDS-SOC:43-4121

APPROVED BY: Chancellor's Designee:
Joann Goedert, Associate Vice Chancellor

EFFECTIVE DATE: 10/23/14

JOB SUMMARY

Under general supervision, supervises support staff in the daily operations in one or more library functional areas, such as user access services, collections and content management, research support, user education, digital initiatives, or other services and operations. Provides high quality customer service, communicates the library's mission and enforces library procedures and policies.

PRIMARY DUTIES

1. Supervises daily work operations of assigned library support staff. Plans, schedules, assigns, and reviews work. Trains employees and evaluates performance. Ensures work meets established standards of quality and quantity. May also lead/oversee other projects or assigned areas of library operations.
2. Recommends and oversees internal operating procedures. Responds to inquiries regarding the application of library policies, procedures and programs. Researches and interprets policies and procedures.
3. Researches, analyzes, and consolidates data for reports. Prepares specialized and recurring reports.
4. Addresses and resolves problems and customer complaints.
5. Performs the duties of a Library Services Specialist.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: Bachelor's degree

EXPERIENCE: Three years of experience directly related to the primary duties of the position with at least one year in a lead or supervisory capacity.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

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Knowledge of the mission and role of college or university library and its primary customers. Ability to learn and apply contemporary library terminology and functions. General knowledge of traditional and emerging practices for describing and organizing information resources. Understanding and ability to apply library and university computing policies and practices that help ensure information quality, integrity, and security. Ability to apply and enforce U.S. Copyright laws and current trends related to access and use of information resources.

Knowledge of basic principles of quality customer service, teamwork, and conflict resolution.

Ability to work independently and exercise initiative in applying rules, procedures and instructions.

Excellent oral, written, and interpersonal communications skills.

Experience and proficiency with one or more technologies or tools used to create, seek, use, or manage information.

Ability to learn and operate a variety of common desktop computing and productivity applications (e.g. email, word processing, databases and spreadsheets, content management, web browsers) and specialized library hardware, systems, and software applications.

Ability to apply key concepts and best practices for developing, maintaining, and using collections of digital information.

Skill in analytical and problem solving.

Ability to assist other library staff in selecting and evaluating technology used in libraries.

Skill in supervising, motivating, and training support staff.

Skill in planning and coordinating work.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

N/A