

## **HELEN PLUM LIBRARY JOB DESCRIPTION**

**TITLE: Studio 411 Supervisor – Adult Library Services**

**RELATIONSHIPS: Reports to the Adult Library Services Manager**

*This position is a full-time, non-exempt, professional position, held by one member of Adult Services.*

This job description is meant to be a general guide to the responsibilities and duties of the position and is not intended to list every possible task an employee may be called upon to perform.

### **POSITION DESCRIPTION**

Leads operations and services within Studio 411.

### **ESSENTIAL RESPONSIBILITIES AND DUTIES:**

- Provides consistently professional, gracious, and friendly service to patrons and colleagues
- Communicates and works effectively (both individually and as a team member) with the public and all levels of Library staff
- Understands Library policies and procedures and demonstrates a commitment to supporting their successful implementation
- Under the guidance of the Adult Library Services Manager establishes policies for Studio 411 use
- Establishes best practices and procedures for Studio 411
- Creates and maintains an environment of continuous learning and exploration for Studio 411 users and library staff
- Supervises Studio 411 staff<sup>1</sup>
- Trains library staff on Studio 411 procedures
- Maintains Studio 411 equipment and ensures a safe environment for Studio 411 users
- Participates in interdepartmental committees
- As part of a team approach, creates, develops, and presents programs
- Participates in outreach activities
- Acts as person in charge; takes action to deal with potentially disruptive or problematic situations
- Participates in professional development, meetings, and assigned training
- Embodies the Library's Culture Code and supports the Library's Vision and Mission

### **ABILITIES, KNOWLEDGE, AND SKILLS:**

- Understands that customer service is at the forefront of all work activities
- Strong written and verbal communication skills
- Well-organized, attentive to detail, and able to prioritize tasks

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<sup>1</sup> Plans are in place to hire additional Studio 411 staff.

- Exercises appropriate judgement, discretion, and independent decision-making
- Flexible and adaptable to new situations
- Committed to excellence in maintaining high standards of public library service
- Knowledge of professional practices, procedures, and techniques of library service, particularly as it applies to library makerspaces
- Demonstrated knowledge of various makerspace activities including but not limited to: 3D printing, sewing, embroidery, electronic cutting, laser cutter, audio equipment, and digital conversion
- Demonstrates technology skills and a commitment to learning new equipment
- Ability to stay calm and make quick decisions in stressful situations
- Must be able comprehend and respond to coworkers and patrons in person, email, chat, and telephone conversations
- Must be able to:
  - Lift and move objects weighing up to 20lbs
  - Sit or stand for extended periods of time
  - Bend to retrieve items from the floor
  - Accompany patrons to book locations and all public areas of the Library
  - Push a cart of objects weighing greater than 100 pounds
  - Perform repetitive hand motions for extended periods of time
- Must be able to work scheduled hours and meet general attendance requirements which include evenings and weekends

## **QUALIFICATIONS:**

### **Required:**

- MLIS degree from an ALA accredited school or bachelor's degree in related field with equivalent and relevant experience
- Minimum two years of public library experience
- Previous management or supervisory experience in a public setting is preferred