

COMMUNITY LIBRARIES OF PROVIDENCE

Neighborhood Library & Financial Empowerment Supervisor

Position Description:

The Neighborhood Library Supervisor is responsible for supporting, energizing, and leading staff to provide relevant library service to the Providence neighborhoods surrounding their library. The Neighborhood Library Supervisor is expected to carry out the mission and vision of the library, participate on committees to develop programs, services, and policies/procedures, and to plan for the future of the Community Libraries of Providence. This position is a managerial and confidential non-bargaining unit position, under the supervision of the Systems Coordinator.

The Neighborhood Library Supervisor, with the Systems Coordinator and Library Supervisors, ensures that essential library functions are being implemented by qualified staff. Strong interpersonal skills, including the ability to work successfully with culturally diverse patrons of all ages and a diverse staff and team of volunteers are essential. This position requires dedication to connect the library with its immediate community.

Neighborhood Library Supervisors supervise the library staff, both professional and paraprofessional, and are responsible for the creation and maintenance of a professional and productive team-oriented working environment in the library as well as an open, inviting atmosphere for library users. They are expected to respond to last minute coverage issues outside of traditional working hours, and may occasionally have to handle emergent issues with the support of other administrative staff.

The Neighborhood Library Supervisor will serve as a public services librarian, in addition to their supervisory responsibilities. They will serve patrons, youth or teen/adults depending on their area of expertise, and will coordinate and offer programming to meet the interests and needs of the community.

The Financial Empowerment Supervisor will be responsible for developing, coordinating, and implementing services for entrepreneurs, and financial literacy workshops for the general public of all ages, independently and in cooperation with community partners. They will serve as a navigator to connect potential entrepreneurs to knowledge, tools, and partners to advance their ideas. They will organize networking opportunities, hands-on workshops, learning cohorts, and one-on-one consultations. The library will serve as an onramp to people in the community wishing to start a business, but don't know where to begin.

The Financial Empowerment Supervisor will curate a relevant business collection, including electronic and physical resources, as well as maker space tools and software to meet the needs of creative entrepreneurs. They will collaborate closely with the Makerspace Program Coordinator, IT Manager, and Digital Services Coordinator.

Essential Job Functions:

Librarian, Youth or Teen & Adult:

- Provides services for either youth or teens & adults, depending on expertise & experience.
- Offers programs and outreach in the community.
- Provides reference and research support for people of all ages.
- Oversees collection development and management, delegating selection to professional staff.

Librarian, Financial Empowerment:

- Conduct community outreach and focus groups to determine the needs of local/potential entrepreneurs.
- Establish and maintain relationships with community partners, including government entities, involved in business development to provide workshops (licensing, funding, marketing, taxes, insurance, etc.)

- Coordinate financial literacy workshops for individuals, including topics such as credit repair, budgeting, home ownership, and college savings.
- Establish and maintain a resource library of electronic and physical books and other materials related to business development and financial literacy.
- Encourage and nurture design thinking skills to support individuals in developing business ideas and opportunities.
- Coordinate and/or provide training and workshops on makerspace tools for entrepreneurs.
- Create opportunities for building social capital among new entrepreneurs, including connections to mentors, advisors, and support systems. Provide co-working time for entrepreneurs to connect and support one another.
- Serve as a champion for potential business owners with language, cultural, or economic barriers to traditional routes of advancing a business.
- Trains and introduces staff to partners and resources to build this initiative across CLPVD; helps coordinate efforts.
- Organize job fairs, artisan/maker marketplaces, and small business networking events at the library, including community partners or other agencies as appropriate.
- Build a culture that encourages collaboration, cooperation, trust, reciprocity, and the common good.
- Maintain statistics, outcomes, successes for reporting purposes.

Staff Support:

- Supports all library staff in their roles, independently and with Systems Coordinator support; initiates mentoring, professional development, and/or corrective action as needed.
 - Will perform or coordinate staff evaluations for staff in their building.
- Manages the day-to-day activities of the library staff, including librarian(s), clerk(s), Specialist(s), safety personnel, and volunteers/work study students. Approves bi-weekly timesheets and schedules temporary staff as needed.
- Actively supports teamwork. Conducts meetings as needed to keep staff up to date on policies, procedures and other library developments.
- Models exemplary customer service that creates an inclusive, positive, and welcoming environment in the library.
- Participates in hiring new staff. Supports and orients new hires; coordinates training on CLPVD policies and procedures. Performs monthly probationary assessments, initiates mentoring and professional development as needed. At the end of the probationary period, makes recommendations about continued employment at CLPVD.
- Performs supervisory duties, including:
 - Reviews and responds to step 1 grievances.
 - Meet with staff and document conversations over issues that arise.
 - Consults with HR Manager and Systems Coordinators regarding the need for coaching or discipline.
 - Coaching session - conduct coaching session, monitor goals and timeline, OR
 - Discipline process - provide documentation to HR; lead verbal and written disciplines, with HR Manager, up to and including termination.
- Participates in creation of proposals for collective bargaining negotiations; may join the negotiating team.
- Assists with circulation and other services as necessary. Provides coverage in other libraries as required.

Community Support:

- Knows and understands the local community, and advocates for the needs of residents. Ensures impactful programs by responding to community needs.

- Collaborates with community organizations, elected officials, and schools to promote and facilitate their use of the library and to foster strategic partnerships and grants.

Leadership:

- Works with Systems Coordinator, Supervisors, and Library Director to analyze, plan, and implement neighborhood library services utilizing the CLPVD strategic plan.
- Coordinates and supports development of a menu of programs that meets the community needs for education and entertainment.
- Markets library collections, programs, services and resources.
- Serves as liaison to the library's Friends Group.
- Collects, maintains and analyzes library statistics.
- Responsible for monitoring and reporting security, maintenance, and custodial issues. Maintains close communication with the facilities department.
- Handles and trains staff to work together to defuse challenging patron interactions to minimize disruption and to keep everyone safe. Keeps records and files incident reports.
- Responsible for modeling and enforcing CLPVD workplace cleanliness rules.
- Maintains professional development, including ongoing supervisory training, through workshops and professional affiliations.

Required Knowledge, Skills, and Abilities:

- Ability to maintain effective working relationships with library staff and users.
- Ability to demonstrate successful management of a staff team.
- Eager to work in a collaborative environment with other administrative staff.
- Working knowledge of library computer systems and applications including circulation software, internet, online databases, office software, and email.
- Working knowledge of the policies, procedures of the Community Libraries of Providence, including mission and vision statements and the ability to implement and articulate them to staff and patrons.
- Ability to plan, implement, and follow through on independent projects, consistent with the goals and objectives of the Community Libraries of Providence.
- Experience, or demonstrated interest in learning and understanding all aspects of establishing a business, including financial literacy. Maintain skills through professional development.
- Ability to analyze complex problems and develop solutions.
- Ability to evaluate current services and make recommendations to improve and/or innovate.
- Ability to speak in public and to make presentations.
- Ability to communicate clearly both orally and in writing.
- Ability to interact with diverse patrons including different ages, languages and cultures.
- Demonstrated ability to de-escalate challenging patron behaviors and to create a safe space for all members of the community, including staff.
- Bilingual in English/Spanish a plus.
- Ability to work a flexible schedule when required for coverage and/or emergency situations.

Experience and Training:

MLIS degree from an ALA accredited institution with a minimum of three years of relevant professional experience is required; supervisory/managerial experience is preferred. Demonstrated interest in business/entrepreneurial services is required; experience is preferred.