

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Class Code: 001163  
Grade: 20  
FLSA: Exempt**

**ASSISTANT BRANCH SUPERVISOR**

**DEFINITION OF CLASS:**

This is supervisory work over the functions and personnel (paid staff and volunteers) primarily in circulation services of a library in Montgomery County Public Libraries (MCPL), but additionally all staff in the absence of the Branch Supervisor. Ensures that circulation staff are coached and trained via individual staff training plans (mentoring and coaching), by cross-training circulation staff. Develops Circulation weekly master schedule and oversees and approves the development of desk schedules. In the absence of the Branch Supervisor, the employee is the person in charge of all activities at the branch making local day to day decisions to deliver quality service in the library's daily operation. The Assistant Branch Supervisor is responsible for building maintenance and proper functioning of branch technology for both staff and public.

**MAJOR DUTIES:**

An employee in this class supervises the circulation services and related library functions, including ensuring staff are trained and performing effectively. In addition, the employee serves as the person in charge of all branch operations in the absence of the Branch Supervisor.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Personally performs various circulation desk and 'off desk' activities, including checking library materials in and out, account management, using the computer-based circulation system; assists library in the use of library resources, facilities, technology, and equipment and refers inquiries to appropriate source, maintaining patron confidentiality.
- Addresses and manages schedule issues, customer service issues, disruptive behavior issues arising from interactions with either information or circulation services.
- Registers new customers entering information into the database, prepares and issues library cards; updates customer records by changing, adding, or deleting information.
- Plans, organizes, assigns, reviews, and evaluates the work of personnel, including regular staff, substitutes, library pages, and volunteers, assigned to circulation services.
- Ensures customer service-orientation of subordinates and seeks continuous improvements in efficiency, service levels, cost effectiveness and other outcomes and measures.
- Performs a full range of first-level supervisory personnel functions – regularly participates in or recommends decisions or actions on a variety of personnel matters, typically involving selection, placement, promotion, orientation, training, performance appraisal, leave approval, counseling, conduct, discipline, and related areas.
- Approves timecards and reports changes for payroll purposes, personally or through others.
- Enforces adherence to MCPL policies and procedures for all branch services, identifies gaps, and needed changes, recommends improvements with system-wide application, and establishes branch level circulation procedures, with approval of the Branch Supervisor.
- Meets and confers with circulation team members (and other branch staff) to keep them informed of, and receive their input on, policy or procedural changes being made or needed, as well as problems as they arise.
- Serves as the circulation services member of the library's management team, and as circulation liaison, assists with making recommendations on branch work plans, equipment needs, and staffing. Supervises the library in the areas of circulation services and facilities with assistance from the Librarian IIs/Branch Supervisors in the absence of the Library Manager or Assistant Branch Manager.
- Uses workflow and space management skills in order to successfully operate the service.

- Ensures, by working with staff, other county offices and service contractors, the daily operational readiness, one-time or short-term fixes and long-term maintenance of the library's grounds, building(s), including the physical plant, and equipment, including hardware/software and other equipment used only by staff as well as public-access equipment.
- Explains departmental policies and procedures to the public and other county departments.
- Works on the circulation desk to assess workflow, identify improvements/changes needed, observes staff performance, and provides frontline customer service as needed.
- Assesses branch performance through direct observation, reports, customer comments, monitoring budget, and other means; makes and/or recommends corrections, improvements, staffing, policies, and procedures.
- Prepares recurring and special reports concerning circulation-related statistics.
- Ensures maintenance of adequate stock of supplies and change for branch operations.
- Supports circulation services staff by answering questions, helping resolve customer issues, fostering teamwork and holding circulation staff accountable for assigned work.
- Develops circulation weekly master schedule.
- Oversees and approves development of desk schedule.
- Leads or serves on committees, projects and initiatives concerning system-wide issues.
- Assists with outreach and partnerships with user groups and community groups related to circulation related areas.
- Attends or leads training and stays abreast of changes in policies, procedures, technology, etc.
- Opens and/or closes the library, as scheduled, following applicable procedures.
- Performs related duties as required.

**SUPERVISORY CONTROLS:**

The Assistant Branch Supervisor assigns the work of subordinates, and helps them resolve problems, consistent with guidelines of the Branch Supervisor. The supervisor sets goals and objectives consistent with overarching MCPL goals and objectives, reviews operations of circulation services for quantity, quality, timeliness and other factors, especially customer service, and assists the staff with unusual situations and particularly complex issues.

**SUPERVISION EXERCISED: Employees in this classification act as supervisors to other positions.**

The Assistant Branch Supervisor supervises circulation services of the library of assignment by planning, organizing, assigning, reviewing, and evaluating the work of employees and volunteers in circulation services, enforcing standards, serving on selection panels, providing training, and evaluating performance. In addition, the Assistant Branch Supervisor addresses customer services issues and conflicts that may arise with any staff member.

**GUIDELINES:**

Guidelines include but are not limited to all or parts of the MCPL Policies and Procedures Manual, MCPL Quality Service Standards, the Integrated Library System, Cash Register Guidelines, the Page Supervisor Manual, Volunteer Handbook, general MCPL policies and procedures and local operating procedures. The Assistant Branch Supervisor uses sound judgment in implementing systemwide policy at the local level and establishing procedures for circulation services in selecting, applying or, in some cases, making an exception to flex the appropriate guideline(s) depending upon the nature of the request; this includes application of MCPL's values, policies and standards when selecting a compromise with a customer.

**COMPLEXITY:**

The complexity of this class of work is characterized by planning and problem solving in a dynamic environment where the Assistant Branch Supervisor serves as the full, first-level circulation

supervisor over a group of paid and unpaid circulation staff, as a front-line service provider and as lead supervisor in the absence of the Branch Supervisor. The employee, in consultation with the Branch Supervisor, develops the guidelines and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the work with others as necessary and implementing circulation policy in terms of established guidelines and procedures.

**SCOPE AND EFFECT:**

The impact of the work is found in efficient, customer service-oriented circulation and general branch services, including use of public technology and in satisfied customers at the branch level.

**CONTACTS:**

Contacts at the library of assignment include managers, information staff and subordinates, including regular fulltime and part time employees, Library Pages (seasonal shelving assistants) and volunteers to plan, organize, coordinate, assign, review work and solve operational matters. Contacts also include staff at other systemwide branches/units, MCPL headquarters, the Office of Human Resources.

**PUBLIC SERVICE /ASSISTANCE:**

Public service/assistance is provided to customers on an ongoing, recurring, and frequent basis; employees provide immediate assistance to many people on a daily basis.

**HAZARDS:**

Work is performed in a library to which the public has unrestricted open access, with some interpersonal conflict situations and potential for aggressive or unpredictable behavior by others. The Assistant Branch Supervisor is expected to take the lead in addressing difficult situations that may require the intervention of County Security or Montgomery County Police in the absence of the Branch Supervisor.

**MINIMUM QUALIFICATIONS:**

**Education:** Graduation from an accredited college or university with a Bachelor's Degree.

**Experience:** Three (3) years of relevant support work in a library or other similar setting, one (1) year of which must have been comparable to a Library Assistant II.

**Substitution:** N/A

**Equivalency:** An equivalent combination of education and experience may be substituted.

**Knowledge, Skills, and Abilities:*****Advanced Knowledge of:***

- Thorough knowledge of (or ability to rapidly acquire knowledge of) work flow, work organization, staff planning and scheduling (master schedule and information/circulation desk schedules), of the Integrated Library System (especially the functions covering customer accounts and retrieving, delivering and reserving or cataloging library materials) and other technical and administrative systems, of a range of supervisory techniques (including team building, training and empowerment of others), and MCPL policies and procedures (including Quality Service Standards), and of human resource management (including equal employment and diversity) guidelines applied County-wide and to the bargaining unit to plan, organize, assign, review and evaluate the full range of services at the branch level and to perform the full range of supervisory personnel functions. This includes, under the direction of the Branch Supervisor or higher-level management staff, ability to plan operations, provide work direction to, and supervise, others in a single or multi-shift environment.
- Knowledge of the principles and techniques of supervision and office management to include knowledge of the collective bargaining agreement and County personnel regulations and procedures.

**Assistant Branch Supervisor**

- Knowledge of (or ability to rapidly acquire knowledge of), the library's computers, printers, copiers, and other electronic equipment to ensure through others, operationally effective equipment at the branch level sufficient for library staff functions and to instruct customers on use of public access equipment. This includes staying abreast of technological changes.
- Human Resources management and technologies.
- Knowledge of government operations and related subjects.

***Skill In:***

- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include skill in assessing the needs of the community or communities served to help set service objectives and evaluate services at the branch level, and in selecting and applying or adapting and adjusting appropriate policies, procedures, and techniques to provide effective supervision and customer service.
- Skill in written communication to understand information (including facts, assertions, and arguments), and to express information in writing so that others will understand. This includes but is not limited to skill in syntax, grammar, punctuation, and spelling to prepare informational, educational, and promotional materials, and in reading or drafting policies and procedures applying to library functions.
- Skill in oral communication to understand information (including facts, assertions, and arguments) and to express such information verbally so that others will understand, and at times be convinced or persuaded. This includes skill in encouraging effective oral communication by others, such as subordinates and library customers, and in speaking to groups and in programs. Actively interact with library customers to ensure the quality of services provided and to also resolve problems or complaints as needed. Successfully negotiate with customers and staff and provide conflict resolution skill to tense interactions.
- Skill in understanding policies, procedures and standards and applying to assignments.
- Interpersonal skills to interact effectively with personal contacts in a customer service-oriented, businesslike manner, to model proper behaviors for subordinates and to help motivate them. This includes ability to deal courteously, tactfully, and effectively with customers, including, at times, people exhibiting aggressive, unpredictable, irritated or potentially dangerous behavior.
- Skill in using a computer, software (including specialized databases) and peripherals for various tasks.

***Ability to:***

- Ability to work sensitively and positively in the delivery of customer-focused human services to a diverse population.
- Lead, motivate, and build teams.
- Ability to exercise initiative and independent judgment.
- Ability to multi-task (perform more than one task simultaneously)
- Ability to work effectively and calmly under pressure.
- Ability to analyze problems and recommend solutions, from individual to system-wide levels.
- Define, plan, schedule, train, coach and manage the workload of staff in a customer service organization.
- Communicate clearly and concisely both orally and in writing, including the preparation and delivery of instructions, reports, and presentations.
- Deal tactfully, effectively, and equitably with a diverse staff and the public.
- Attend meetings or perform assigned tasks at various locations throughout the region.

**Assistant Branch Supervisor**

- Ability and willingness to maintain technical and non-technical currency in a fast-changing environment.

**Licenses, Registrations, Certifications, or Special Requirements:**

All positions require the employee to work evenings, nights, Saturdays and Sundays based on customer service needs.

**Work Environment:**

Work is performed in a library to which the public has unrestricted open access, which includes potential for interpersonal conflict situations and, at times, some potential for aggressive or unpredictable behavior by customers.

**Physical Demands:**

Ability to perform light physical effort, such as keyboarding, standing, or staying in place for long periods of time and lifting, carrying and/or moving book tubs, carts and library books and materials weighing twenty (20) pounds regularly, and up to fifty (50) pounds, as required.

**PROBATIONARY PERIOD:**

Individuals newly appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**BARGAINING STATUS:** Positions assigned to this class are normally unrepresented.

**MEDICAL PROTOCOL:** Medical History Review

**PROMOTION POTENTIAL:** There is not a pre-defined vertical career ladder.

**CLASS SPECIFICATION HISTORY:**

**Class Established:** October 1983

**Revised:** July 1986

**Classification Study:** April 1992 (M)

October 1998

**Classification Study:** August 2002 (M)

**Classification Study:** May 2011 (M)

August 2013

October 2014

March 2023 (M)

**Formerly Titled:**

“Library Assistant Supervisor”; “Community Library Assistant Supervisor”