

Successful Supervising in Libraries of All Sizes: Part Two

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Covered in Part One

Part One content available on [Niche Academy](#):

- Scheduling Tips
- Communication: styles and best practices
- Motivating your staff (and volunteers)
- Statutes and Regulations related to supervision

Today's learning objectives

- *Learn* about writing effective job descriptions
- *Be able* to conduct fair interviews that result in successful hires
- *Implement* practical onboarding
- *Use* annual performance evaluations as a positive tool for both supervisor and staff
- *Feel* more confident about navigating conflict

Hiring – Job Descriptions

Job Descriptions – important sections to include

- Summar; Detailed duties and responsibilities; Necessary qualifications and skills; Any physical requirements
- Sample: [Saint Michael's Evening Circulation Supervisor](#)
[Starksboro Public Library Director](#)
[Fletcher Free Library Volunteer Job Descriptions](#)
[Library Volunteers Code of Conduct](#)
[Sample Trustee Job Description](#)
[ALA Sample Job Descriptions](#)

Job Advertisements

- Include summary, and link to detailed job description
- Salary/hourly wage and benefits, if applicable
- [VLA Job board](#) and Lib.Staff listservs are free to list

Hiring -Interviews

Interviews

- Develop questions in advance, relate them to the duties and responsibilities
- Be consistent – ask the same questions of all candidates
- Avoid unlawful questions
- Create a welcoming environment

Interview Questions – [VT trustee manual](#) has good examples

Onboarding

Onboarding

- Set up accounts and workspace for employee ahead of time, plan way for staff volunteers, board members to meet new employee
- Create first day schedule
- Then, an orientation checklist for first day, week, month
- Train for core job duties, then develop an ongoing training plan
- Example checklist – Bettendorf, Iowa

Evaluating

Performance Evaluations

- Ongoing meetings and discussions important – should be no surprises at annual evaluation
- Six month probationary period gives library (and employee) chance to reconsider a “bad” fit

Library Director Evaluation Examples

[With narrative and space for self-evaluation and trustee input](#)

[Rubric version](#)

Personnel Policies

- Does Your Library Need One? YES!
- Does it need to be very long and involved? Maybe!
- Suggestions for effective personnel policies

Sample Personnel Policies

[Charlotte Public Library](#) (p. 16)

[Lanpher Memorial Library](#) (p. 40)

[Westford Public Library](#)

Managing Conflict

Acquire Emotional Intelligence: Self-Awareness/Self-Regulation, Empathy, and Social Skills

Observe and Intervene proactively: it's easier to manage a small conflict than a big one

Biggest driver of Conflict: **Change**

Questions?

Thank you for coming today!

Webinar Evaluation: <https://forms.office.com/g/TKrWEgJYHd>

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