



LIBRARY SUPERVISOR 3

Penrose Library

40 hours per week, exempt | Position # 400000350

Open to all qualified current staff and external applicants

Date Posted : March 05, 2026

Location : 20 N Cascade Ave., Colorado Springs, CO 80909

Starting Wage : \$26.09 per hour - \$32.87 per hour + full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours : 40 hours per week per the following schedule:

Week 1 & Week 3

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Off	9 a.m. - 6 p.m.	7:30 a.m. - 4:30 p.m.	7:30 a.m. - 4:30 p.m.	8 a.m. - 5 p.m.	8 a.m. - 5 p.m.

Week 2 & Week 4

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8 a.m. - 5 p.m.	9 a.m. - 6 p.m.	7:30 a.m. - 4:30 p.m.	7:30 a.m. - 4:30 p.m.	8 a.m. - 5 p.m.	Off

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/Jobs at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until March 19, 2026, at 9:59 p.m. MDT.

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

LIBRARY SUPERVISOR 3(contd.)

Position Summary

Operates in a diverse environment to help fulfill the Library's mission by providing guidance for patron-focused customer service activities, including managing materials circulation, supervising customer service staff, and participating in a wide variety of support activities and programming.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Directs daily customer service operations for assigned large library, including all desk assignments, circulation functions, shelving, and other support activities including routine facility and IT maintenance needs.
- Manages and assigns daily workflow for a large library; creates and adjusts work schedules in coordination with District employees.
- Ensures that materials are returned and shelved in a timely manner. Ensures that holds and incoming materials are processed in a timely manner for the best customer service.
- In conjunction with the Branch Manager, supervises, provides leadership, guidance, and training to library employees. Conducts performance appraisals for direct reports and volunteers; verifies and approves timesheets and trains new employees.
- Acts as Person-in-Charge in absence of the manager; assumes responsibility for safe and effective operation of the library, including initiation of emergency procedures as needed; ensures that incident and insurance reports are completed and submitted.
- May serve as the Volunteer Supervisor at the branch. Works with Pikes Peak Library District's Volunteer Program Supervisor to advertise library volunteer opportunities and complete District in-processing. Responsible for overseeing the training, scheduling, coaching and recognition for assigned library volunteers. Reports volunteer hours to the Library's Volunteer Program Supervisor monthly.
- Participates in or leads the interview and selection process for new employees; may participate in staff terminations as necessary.
- Provides excellent direct customer service and acts as a role model for employees; presents a courteous, positive image of the Library and maintains confidentiality in customer and staff interactions.
- Oversees library operations in the occasional absence of the Branch Manager, on a limited basis.
- Works at the public desk providing reference, readers advisory, and circulation services, and resolves account inquiries or disputes.
- Contributes to the evaluation and management of the library's materials collections.
- Maintains accountability for cash and checks; works with Finance to provide reports and regularly scheduled accounting. May authorize petty cash purchase orders.
- Submits Facilities work orders and IT Help Desk tickets in coordination with library staff.
- May compile and report monthly statistics and Library activities to the Branch Manager.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Keeps informed about Library information.

LIBRARY SUPERVISOR 3(contd.)

- Makes operational and budgetary recommendations to the Branch Manager.
- May serve as back-up or support for other programming and outreach needs.
- May serve as an IT liaison for the branch.
- Participates in special projects as assigned.
- May serve on Library teams.
- May attend or serve on local community committees.
- Facilitates and attends regular department/library meetings.
- Attends and participates in training, regular department/library meetings and scheduled All-staff meetings.
- Submits monthly activity report.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Knowledge of the Pikes Peak Library District's policies and procedures and ability to implement them.
- Ability to act as an ambassador of Pikes Peak Library District by promoting its mission and vision to the public.
- Demonstrates knowledge of circulation policies, procedures, and best practices.
- Ability to supervise, plan, and coordinate the work of employees in order to accomplish library goals and objectives.
- Demonstrates excellent verbal and written communication skills; resolves conflicts with tact and discretion.
- Demonstrates excellent ability to build and maintain effective relationships with patrons, circulation employees, and employees at all levels and locations within the Library District.
- Demonstrates advanced ability to effectively use applications software, including Microsoft 365, SharePoint, Word, Excel, and Outlook, along with standard office equipment and specialized library software and equipment contained in Makerspaces.
- Demonstrates ability to work effectively as a team member.
- Demonstrates ability to work independently, organize daily work and meet deadlines in a fast-paced, detail-rich environment.
- Has regular on-time attendance.
- Exercise professionalism and good judgement in interpersonal interactions.

Education and Experience:

- Requires a bachelor's degree.
- Requires a minimum of two years of library or customer service experience.
- Requires a minimum of two years of experience supervising employees.
- Bilingual or multilingual ability is a plus in serving a diverse community

Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of

LIBRARY SUPERVISOR 3(contd.)

time. Position requires the ability to occasionally reach, bend, climb, twist and squat. Position requires the ability to lift up to 35 pounds. Position requires the ability to push a fully loaded book truck weighing up to 120 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice in accordance with Colorado law.
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