

| DATE | May 2008 |
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| JOB CODE | |
| FLSA | EXEMPT |
| EEO | |

JOB TITLE: Access Services Supervisor DEPARTMENT/DIVISION: Library

REPORTS TO: Library Supervisor – Systems

SUMMARY: Responsible for supervising clerks at one library location, including hiring, coaching, evaluating performance, and training. Develops and maintains policies and procedures for check-in, checkout, holds, notices, telephone renewal system, missing items and returns. Monitors cash handling procedures, weekly deposits, ledgers, and account referrals to collection agencies. Serves on library committees. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staffs are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.
- Supervises the activities at one location, which includes planning, monitoring, coordinating, administering, and evaluating workflow, processes, procedures, and systems.
- Compiles, reviews, and analyzes a variety of information related to division activities, including workload patterns, usage statistics, circulation methods, and/or other related information in order to optimize efficient operations.
- Supervises daily cash handling procedures, weekly deposits, ledger entries, and collection account referrals.
- Collaborates with applicable internal individuals to coordinate library software capabilities with circulation procedures. Assists in troubleshooting software and system problems.
- Participates in/on a variety of meetings, teams, committees, and/or other related groups in order to receive and convey information.
- Researches, recommends, and oversees the implementation of new procedures related to the circulation of materials.
- Responds to and resolves concerns and/or complaints from customers.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

• Supervisory responsibilities over library support staff.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of supervisory principles;
- Knowledge of library reference and circulation procedures;
- Knowledge of mathematical principles, including basic statistics;
- Skilled in monitoring and evaluating subordinates;
- Skilled in delegating and prioritizing work;
- Skilled in providing customer service;
- Skilled in preparing statistical reports and other business documentation;
- Skilled in defining problems, collecting data, establishing facts, and drawing valid conclusions;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines;
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

MINIMUM QUALIFICIATIONS:

- High School Diploma or G.E.D.
- Three years progressively responsible library or related experience (e.g., working in a bookstore).

PREFERENCES:

None.

WORKING CONDITIONS:

- Frequent reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 25 pounds.
- Work is typically performed in a standard office environment.
- Potential exposure to infectious diseases.

CONDITIONS OF EMPLOYMENT:

- Must satisfy pre-employment drug test.
- Must satisfy criminal history check.
- Must satisfy motor vehicle records check.