

Class No.:	
Original Date:	
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Pay Group:	20

CLASS SPECIFICATION

Library Services Supervisor

NATURE AND SCOPE OF WORK

An incumbent in this job is primarily responsible for overall supervision and direction of library service desk functions. Duties include training, co-ordinating, scheduling and supervising service desk staff; ensuring implementation of related procedures; overseeing automated borrower system functions, interlibrary loans, course reserves, collections maintenance, and working with the University Librarian to develop borrower services policies and procedures. This position oversees liaising with Accessibility Services to coordinate delivery of accessible educational resources to students. The work is distinguished from that of a Library Technician 1 by the supervisory function and the greater complexity in knowledge of work assignments. The incumbent reports to the Administrator responsible for the Library.

ILLUSTRATIVE EXAMPLES OF WORK

- Supervises the day-to-day operations of the library borrower services department, including supervising staff: planning and coordinating the work flow; assigning, prioritizing and checking work assignments; verifying time sheets; preparing work and vacation schedules; identifying staffing needs; participating in selection committees; and evaluates staff job performance and completes performance reviews.
- Trains front service desk staff in library and work procedures including opening, closing and emergency procedures; service desk operations and other student services; relevant components of the online library management system, course reserves and interlibrary loans.
- Ensures effective operation of the relevant modules of the library automated system by updating and maintaining the integrity of student and employee records, loan rules, tables and the days open calendar, and troubleshooting system hardware and software problems; refers automated library system problems to the Systems Librarian.
- Chairs team meetings, and is a member of the Library Committee.
- Participates in the revision and development of borrower, course reserve and ILL policy and procedures.

- Ensures implementation and adherence to relevant new policy and procedures. Ensures that all front service desk policy and procedure manuals are up to date and available to library services staff.
- Ensures that university and library policy is followed. Handles student complaints. Assesses replacement charges for lost materials in consultation with Collections Librarian. Refers exceptional situations to the Administrator.
- Trains new employees on POS machine use, and informs/trains staff as new procedures occur.
- Reconciles payments received in the library management system.
- Ensures that the print collection is maintained in an orderly and efficient manner by ensuring timely and accurate shelving, shelf reading, signage, inventory, shifting, cleaning and ongoing maintenance.
- Ensures that all borrower, ILL, systems, funds, and other statistics are collected and reported regularly.
- Troubleshoots basic equipment problems with photocopiers and computer peripheral, and refers more significant problems to IT, as appropriate.
- Annually provides input as required into capital and operating budgets.
- Oversees physical library premises and contacts the facilities department regarding lighting, temperature, cleaning and recycling.
- Participates in the day-to-day operations of the service desk on a contingency basis.
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S, and Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Thorough knowledge of library policies, procedures and work methods.
- Thorough knowledge of automated library systems including, ILL and course reserves systems and database searching procedures, including troubleshooting problems and incidents.
- Thorough knowledge of Library of Congress shelving rules, procedures and practices.

- Thorough knowledge of business English, spelling, punctuation and arithmetic.
- Considerable knowledge of word processing, spreadsheet, database and e-mail applications.
- Ability to perform, and train others to perform, all jobs supervised.
- Ability to create a positive work environment.
- Ability to plan, organize, assign, and supervise the work of staff engaged in borrower services operations.
- Ability to organize and manage daily, weekly and monthly circulation schedules, routines, and statistics collection.
- Ability to effectively and fairly handle user complaints and suggestions.
- Ability to successfully and effectively deal with users and explain library rules and regulations.
- Ability to understand and interpret oral and written instructions, and communicate information effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with, and provide customer service to, other employees, students and the general public.
- Ability to assist users and to troubleshoot problems related to library equipment, automated systems, and facilities.
- Skill in keyboarding at 40 wpm.

REQUIRED TRAINING AND EXPERIENCE

- Completion of a two-year Library Technology Diploma comparable to the programs offered at Langara College and the University of the Fraser Valley.
- Three years of related library experience, including at least two years of supervisory experience, involving hiring, training, evaluation, customer service, and leadership of staff.

REQUIRED LICENCES, CERTIFICATES AND REGISTRATIONS

- None.