



BCGEU POSITION DESCRIPTION

POSITION TITLE: Library Supervisor

JOB NUMBER: 253

REPORTS TO: Manager, Library Resources

INCUMBENT:

DEPARTMENT: Library

DATE CREATED:

JOB CLASS: 10

DATE REVISED: May 2016

PRIMARY FUNCTION

The Library Supervisor coordinates the daily operations of the campus Library including prioritizing and reporting facilities issues, supervising staff, events logistics, and monitoring the provision of Library services. The Library Supervisor is the point person for all campus Library facilities and support staff matters.

JOB DUTIES AND TASKS

1. Supervise Library staff and the provision of Library services:

- a. Analyze Library work flow to allocate staff resources for successful Library operations.
- b. Supervise staff and student assistants including recruiting, training, scheduling, and assigning work.
- c. Follow guidelines for duty to accommodate by proactively monitoring staff wellbeing, consulting with Human Resources, adjusting physical spaces, revising work schedules, and seeking other expert advice.
- d. Conduct performance appraisals and provide feedback on work performance; mentor and coach staff.
- e. Develop and implement orientation and training programs for staff, student assistants, and practicum students.
- f. Intervene for staff dealing with escalating situations with angry and upset patrons.
- g. Verify and authorize staff and student assistant timesheets and expense report forms.
- h. Maintain and update records of vacation time, overtime, illness, and other related information.
- i. Arrange emergency coverage when scheduled staff are not able to work their shift.
- j. Provide employment references as requested by prospective employers.

2. Supervise daily operations of Library functions:

- a. Plan, develop, and implement new campus Library guidelines and procedures including secure opening and closing procedures.
- b. Monitor and evaluate effectiveness of campus Library guidelines and procedures and determine and implement improvements.
- c. Assess Library facilities for safety, damage, vandalism, and cleanliness and liaise with Facilities and other departments or individuals for addressing issues, and both emergency and scheduled repairs.
- d. Monitor budget expenses, prepare operating reports, and authorize purchases by VISA.
- e. Implement emergency procedures in the event of power outages or disasters and evacuate Library if needed.
- f. Research and implement sound ergonomic practices in workroom.
- g. Create damaged and lost goods reports and prepare requisitions for replacement or repair.



- h. Respond to Kwantlen Polytechnic University and Library enquiries and act as contact person between the campus Library, Kwantlen departments, and outside agencies such as high schools, employers, and community organizations to provide and receive information.
- i. Liaise with Security Supervisor and guards regarding problem patrons, thefts, lost and found items and other issues requiring their assistance.
- j. Use a variety of communication resources on demand to notify Library users and KPU community of changes to current Library operating status.
- k. Work with Promotions Librarian to create campus signage and ensure signs and publications within the Library are current and conform to Library guidelines.
- l. Monitor and order Library and office supplies.
- m. Maintain inventory of furniture and equipment including receiving and distributing new and reallocated materials. n. Create purchase requisitions for capital and operating budget items.

3. Plan and implement campus Library events:

- a. Consult with Library, Facilities, and other KPU departments and non-KPU groups to determine requirements for events taking place in the library.
- b. Coordinate acquisition, setup, and takedown of furniture and equipment.
- c. Assess food requirements; purchase and arrange food and beverage supplies.
- d. Monitor expenses for event.
- e. Notify Kwantlen community of event.

4. Library building partners liaison:

- a. Work with the University Librarian to assess the needs of all partners including students. Develop guidelines and processes to facilitate use of shared building spaces.
- b. Act as primary liaison with the Learning Centre and other partners in the Library space such as IT, ORS, etc.
- c. Exchange information with other partners and ensure communication avenues are open and effective.

5. Renovation and facility projects:

- a. Act as team lead under project manager.
- b. Liaise with Facilities and external parties. Inspect work and check for deficiencies and completion.
- c. Assist project manager to coordinate and schedule work with library operations.
- d. Provide status reports and service disruption information to Library employees and KPU community as required.

6. Understand work flow and procedures in functional areas including circulation, reserves, requests, interlibrary loan, serials, and audiovisual:

- a. Perform duties of each functional area as required.
- b. Create and develop new policy guidelines and procedure manuals.
- c. Analyze and adapt existing procedures to meet changing technology or policies.

7. Student assistant budget:

- a. Recommend funding allocations.
- b. Review, prioritize, and approve student assistant hours.
- c. Monitor and reconcile expenditures.

8. Collection maintenance:



- a. Create, implement, and evaluate stack maintenance programs.
- b. Ensure regular shelf reading is conducted and materials are shelved accurately and promptly.
- c. Make recommendations and collaborate with librarians on weeding.
- d. Plan and implement collection shifts.

9. Provide front line support and information for a wide range of Library and KPU services:

- a. Understand the functions of all Library departments and how they relate to circulation services to provide information or services to patrons and subject expertise for project work.
- b. Provide basic reference service when Librarians are not available.
- c. Assess patron needs to answer a broad range of general KPU related questions including directing students to other departments or services.
- d. Instruct patrons on the use of a variety of library systems including Library catalogue and discovery layer, circulation guidelines and procedures, interlibrary loans, study room bookings, and KPU card eligibility.

10. Perform Library circulation functions:

- a. Charge, discharge, and renew all Library materials.
- b. Sort and reshelve reserves and other various Library collections materials and perform shelf reading.
- c. Create and maintain Library patron records on Library database; generate, issue and renew KPU Cards.
- d. Calculate, record and collect fines and fees for various items such as overdue, lost or damaged materials and issue receipts. Collect money for printing and copying.

11. Provide audiovisual counter service and general AV information to the University community:

- a. Exchange information with Library patrons to determine audiovisual equipment and software needs.
- b. Diagnose and troubleshoot basic audiovisual equipment and multifunction device problems, and assist users in the lab.
- c. Assist users in the completion of a variety of forms.
- d. Receive requests for AV equipment and software. Retrieve and circulate AV equipment.

12. Related duties:

- a. Respond to various alarms including detection gate, fire and emergency exits and complete incident reports.
- b. Open, close, and secure Library facilities.
- c. Prepare reports, correspondence, and forms.
- d. Sign for Bookstore supplies.
- e. Other related duties as assigned.
- f. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED: Manager, Library Resources
SUPERVISION/DIRECTION EXERCISED: Supervise Library staff and student assistants including recruiting, training, scheduling, and conducting performance appraisals.



PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Setup and maintain Library patron records; loan audiovisual equipment and related materials; open, close and secure Library facilities; maintain Library stacks and collection. Monitor Library physical plant; deal with emergency situations; report and track issues.

FINANCIAL RESOURCES:

Administer student assistant budget. Calculate, record and collect fines and fees for overdue, lost or damaged materials including adjusting fines as required; provide input into annual budget preparation; generate purchase requisitions and order goods and services under service contracts; verify and authorize timesheets and expense report forms.

The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- One year previous supervisory experience or an equivalent combination of education, training and experience in the areas of recruiting, training, scheduling, assigning work and conducting performance appraisals.
- Experience using an integrated library system.
- Demonstrated keyboarding skills, understanding of computer concepts and terminology, and experience with Microsoft Office, file management systems, email and presentation of statistical and financial information.
- Demonstrated ability to communicate effectively in English, both verbally and in writing.
- Ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Working knowledge of and proven ability to explain and interpret library policies and procedures.
- Ability to work with a minimum of direct supervision to establish priorities, achieve deadlines, problem solve and function well under pressure.
- Previous experience working in a public services environment.
- Proven leadership abilities.
- Experience planning and managing a budget.
- Ability to lift moderate to heavy weight library materials and move materials on carts.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Completion of a two-year Library Technician diploma from a publicly accredited post-secondary institution or combination of equivalent education, training and experience.

Knowledge Skills & Abilities revised:
