



## BCGEU POSITION DESCRIPTION

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**POSITION TITLE:** Library Campus Supervisor  
**REPORTS TO:** Manager, Library Resources  
**DEPARTMENT:** Library  
**JOB CLASS:** 13

**JOB NUMBER:** 253  
**INCUMBENT:**  
**DATE CREATED:** May 2016  
**DATE REVISED:** November 2023

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### PRIMARY FUNCTION

The Library Campus Supervisor performs a variety of administrative duties in support of the Library multi-campus plan and operation, using a comprehensive knowledge of the Library Division goals/standards as well as institutional policies and procedures. The incumbent plans, analyzes and interprets complex divisional issues (e.g. scheduling, patron issues), researches options, recommends and implements solutions. The Library Campus Supervisor provides leadership and supervision to support staff and is responsible for all campus Library facilities. Remote supervision and backup coverage of all campuses is required.

### JOB DUTIES AND TASKS

#### Supervises Library staff and the provision of Library services:

1. Analyzes Library work flow to allocate staff resources for successful Library operations. Manages and schedules staff and emergency coverage, problem-solves staffing issues, advises Manager of problem areas and recommends follow-up actions when required.
2. Full autonomy to provide leadership and supervision to staff, practicum students and student assistants, including employee training, orientation and development, cross-training, coaching, facilitation and conflict resolution.
3. Follows guidelines for duty to accommodate by proactively monitoring staff wellbeing, consulting with Human Resources Business Partner, adjusting physical spaces, revising work schedules, and seeking other expert advice.
4. Conducts performance appraisals and provides feedback on work performance.
5. Intervenes for staff dealing with escalating situations with angry and upset patrons. Determines the need for and escalates patron issues to University Librarian and/or Manager for further intervention when required.
6. Approves staff and student assistant timesheets, schedules, vacation, and expense report forms.
7. Reviews records of vacation time, overtime, illness, Leaves, absences, and attendance. Ensures systems are in place for tracking and monitoring.
8. Provides Statistical data on Library Facilities in Surveys from Provincial, National, and other Institutions.
9. Plans, canvases staff for agenda items, chairs, and executes regular staff and campus meetings.
10. Provides integral oversight and support when new positions are created to support Library faculty.

#### Supervises daily operations of Library functions:

1. Plans, develops, and implements new campus Library guidelines and procedures including secure opening and closing procedures.
2. Monitors and evaluates effectiveness of campus Library guidelines and procedures and determines and implements improvements.
3. Assesses 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.
4. Implements emergency and disaster recovery procedures in the event of power outages or disasters.
5. Responds to Kwantlen Polytechnic University and Library enquiries and acts 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.



6. Liaises with Manager of Campus Security regarding Library hours of operation changes, problem patrons, thefts, lost and found items and other issues requiring their assistance.
7. Uses a variety of communication resources on demand to notify Library users and KPU community of changes to current Library operating status.
8. Works with Student Engagement Community Outreach Librarian, Student Success Librarian, and Library Documentation Technician to create campus signage and ensure signs and publications within the Library are current and conform to Library guidelines.
9. Maintains inventory of furniture and equipment including receiving and distributing new and reallocated materials. Creates damaged and lost goods reports and prepares requisitions for replacement or repair.
10. Develops, maintains, and updates procedures and training manuals in coordination with the Library Resource Technicians.

**Coordinates and provides administrative functions for staff and student assistant searches**

1. Prepares employment documentation such as hiring requisitions, internal and external postings, position request forms, employee transaction forms, employee clearance.
2. Coordinates selection process and hiring of support staff and student assistants by developing search tools and materials; communicates with applicants, participates in shortlisting meetings, search committees and conducts reference checks.
3. Prepares IT departure forms.
4. Provides employment references as requested by prospective employers.

**Plans and implements campus Library events:**

1. Consults with Library, Security, Facilities, and other KPU departments and non-KPU groups to determine requirements for events taking place in the library.
2. Coordinates procurement, setup, and takedown of furniture and equipment.
3. Assesses food requirements; purchases and arranges food and beverage supplies.
4. Monitors event expenses to ensure that budget limits are maintained, bringing problematic areas to the attention of the Manager.
5. Provides advice and direction to Library staff. Notifies Kwantlen community of event when appropriate.

**Library building partners liaison:**

1. Works with the University Librarian to assess the needs of all partners including students. Develops guidelines and processes to facilitate use of shared building spaces.
2. Acts as primary liaison with the Learning Centre and other partners in the Library space such as IT, ORS, etc.
3. Exchanges information with other partners and ensure communication avenues are open and effective.

**Renovation and facility projects:**

1. Acts as team lead under project manager.
2. Liaises with Facilities and external parties. Inspects work and check for deficiencies and completion.
3. Assists project manager to coordinate and schedule work with library operations.
4. Provides status reports and service disruption information to Library employees and KPU community as required.

**Understands work flow and procedures in functional areas including circulation, reserves, requests, interlibrary loan, serials, and audiovisual:**

1. Performs duties of each functional area as required.
2. Creates and develops new policy guidelines and procedure manuals.



3. Analyzes and adapts existing procedures to meet changing technology or policies.
4. Familiarity with Collective Agreements.

**Performs administrative functions for budget allocations, proposals, and expenses:**

1. Recommends funding allocations for the student assistant budget.
2. Reviews, prioritizes, and approves Student Assistant hours.
3. Monitors and reconciles expenditures ensuring that budget limits are maintained, bringing problematic areas to the attention of the Library Manager.
4. Assists Library Manager with the preparation of Library budget proposals.
5. Creates purchase requisitions for capital and operating budget items.
6. Monitors budget expenses, prepares operating reports, and authorizes purchases by VISA.
7. Orders, maintains inventory, and canvases for requests for supplies, along with addressing needs of the Division. Ensures the supplies/equipment comply with University standards and budget. Supply management is done at least once each semester and at times monthly.
8. Signs for Bookstore supplies.

**Collection maintenance:**

1. Creates, implements, and evaluates stack maintenance programs.
2. Ensures regular shelf reading is conducted and materials are shelved accurately and promptly.
3. Makes recommendations and collaborates with librarians on weeding.
4. Plans and implements collection shifts.

**Provides front line support and information for a wide range of Library and KPU services:**

1. Understands 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.
2. Provides basic reference service when Librarians are not available.
3. Assesses patron needs to answer a broad range of general KPU related questions including directing students to other departments or services.
4. Instructs 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.

**Performs Library circulation functions:**

1. Charges, discharges, and renews all Library materials.
2. Sorts and reshelves reserves and other various Library collections materials and perform shelf reading.
3. Creates and maintains Library patron records on Library database; generates, issues and renews KPU Cards.
4. Calculates, records and collects fines and fees for various items such as overdue, lost or damaged materials and issue receipts. Collects money for printing and copying.

**Provides audiovisual counter service and general AV information to the University community:**

1. Exchanges information with Library patrons to determine audiovisual equipment and software needs.
2. Diagnoses and troubleshoots basic audiovisual equipment and multifunction device problems, and assists users in the lab.
3. Assists users in the completion of a variety of forms.
4. Receives requests for AV equipment and software. Retrieve and circulate AV equipment.

**Related duties:**

1. Responds to various alarms including detection gate, fire and emergency exits and completes incident reports.
2. Opens, close, and secures Library facilities.
3. Prepares reports, correspondence, and forms.



4. Other related duties as assigned.

**SUPERVISION RECEIVED:**

Manager, Library Resources

**SUPERVISION/DIRECTION EXERCISED:**

Supervises Library staff and student assistants including recruiting, training, scheduling, and conducting performance appraisals. Depending on the Campus, the number of direct reports ranges from 4 to 15 plus auxiliary staff and student workers.

**PHYSICAL ASSETS/INFORMATION MANAGEMENT:**

Setup and maintains Library patron records; loans audiovisual equipment and related materials; opens, closes and secures Library facilities; maintains Library stacks and collection. Monitors Library physical plant; deals with emergency situations; reports and tracks issues. Maintains primary versions of Library information management systems such as budget tracking systems.

**FINANCIAL RESOURCES:**

Develops and administers student assistant budget. Monitors operating budget. Calculates, records and collects fines and fees for overdue, lost or damaged materials including adjusting fines as required; provides input into annual budget preparation; generates purchase requisitions and order goods and services under service contracts; verifies and authorizes timesheets, expense report forms, and cheque and purchase requisitions. Oversees purchase of services and supplies up to a set limit. Manages budgets for special events and projects.

*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**

1. One-year previous supervisory experience and/or an equivalent combination of education, training and experience in the areas of recruiting, training, scheduling, assigning work and conducting performance appraisals.
2. Sound knowledge and experience using an integrated library system.
3. Demonstrated keyboarding skills, formal training and/or acquired understanding of computer concepts and terminology, and experience with Microsoft Office, file management systems, email and presentation of statistical and financial information.
4. Excellent communication skills, including the ability to communicate effectively both verbally and in writing.
5. Ability to independently draft professional correspondence and reports.
6. Demonstrated ability to maintain confidential information as well as exercise ability to use tact and discretion with a variety of people and situations and work in a team environment.
7. Working knowledge of and proven ability to explain and interpret library policies and procedures.
8. Ability to work with a minimum of direct supervision to establish priorities, achieve deadlines, problem solve and function well under pressure.
9. Previous experience working in a public services environment. Ability to patiently and effectively communicate with a diverse range of people and situations, including the ability to diffuse tension in interactions with upset or angry people.
10. Demonstrated ability to successfully plan and coordinate activities and projects and provide leadership and direction to team members.



11. Demonstrated numerical and statistical competency, experience with budget development and monitoring.
12. Experience and success in data gathering, analysis and report writing to support evidence-based decision making.
13. 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 and/or combination of equivalent education, training and experience.

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Knowledge Skills & Abilities revised:

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