



DATE	August 2023
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Access Services Supervisor  
DEPARTMENT/DIVISION: Library  
REPORTS TO: Library Manager

**SUMMARY:** Responsible for supervising circulation staff at one library location, including hiring, coaching, evaluating performance, and training. Develops and implements policies, procedures, and maintains and reports statistics for circulation and use of Library materials and resources. 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; training staff in procedures; ensuring that employees follow policies and procedures; scheduling staff so that library operations are carried out efficiently; 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.
- Coordinates processes and procedures with peer Supervisor at the other library to ensure consistency and continuity.
- 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.
- Supports outreach and represents the Library in the community.
- 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:**

- Ability to adapt in a constantly changing environment
- Ability to participate within a group and be a team player
- Ability to provide exemplary customer service
- Ability to think quickly in a variety of situations and respond creatively
- Ability to work in cross-organizational collaboration
- Knowledge of applicable theories and principles related to area of assignment
- Knowledge of library operations, principles, and practices
- Knowledge of applicable Federal, State, and Local laws, rules, regulations, codes, and/or statutes
- Skilled in application of management principles and practices
- Knowledge of cataloguing systems
- Knowledge of library reference and circulation procedures
- Knowledge of mathematical principles, including basic statistics
- Knowledge of supervisory principles
- Knowledge of trends related to areas of assignment
- Skilled in applying independent judgement, personal discretion and resourcefulness in interpreting and applying guidelines
- Skilled in communicating effectively with a variety of individuals
- Skilled in conducting reference interviews to determine the needs of the patron
- Skilled in defining problems, collecting data, establishing facts and drawing valid conclusions
- Skilled in delegating and prioritizing work
- Skilled in developing, evaluating, recommending, and implementing appropriate services and programs related to area of assignment
- Skilled in developing and administering budgets; strong basic mathematical skills
- Skilled in evaluating web sites for reliability, accuracy, and appropriateness
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals
- Skilled in maintaining sensitive and confidential information
- Skilled in operating modern office equipment, related software and web applications
- Skilled in preparing statistical reports and other business documentation
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures
- Skilled in resolving customer inquiries and concerns

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Three years progressively responsible library or related experience

**PREFERENCES:**

- Fluency in a second language, preferably Spanish or Korean

**WORKING CONDITIONS:**

- Work is performed in public library environment; may include outdoor community events.
- Must be able to stoop, bend, walk and reach and retrieve items from heights up to 7 ft. with the aid of step stools
- Sits and stands for extended period of time assisting customers with public access catalog training, retrieving materials and answering desk phones.
- Must be able to push, pull or lift up to 25 pounds.
- Local travel may required on an as needed basis
- Must be able to work a flexible schedule including evenings and weekends
- 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.