

<b>Position Title</b>	<b>ASSISTANT SUPERVISOR</b>	<b>Position #P302-22</b>
<b>Dept/Branch</b>	<b>Public Services (Kelowna, Vernon)</b>	
<b>Reports to</b>	<b>Branch Services Supervisor (VE), or System Circulation Coordinator (KL), referred to as ‘the Supervisor’ below</b>	
<b>Position Supervises</b>	<b>Assistant Community Librarian staff, Library Pages</b>	

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## **I. Position Summary**

Under the direction of the Supervisor, the incumbent assists in planning, organizing, scheduling, and supervising circulation activities to ensure customers receive efficient and timely service. The incumbent assists the Supervisor in the application of library policies and procedures concerning the circulation of library materials, and also assists in the training of a team of Assistant Community Librarian staff. The incumbent provides input into the selection of Library Pages and is responsible for the training, scheduling, supervising and evaluating of these Pages. Assumes the role of Branch Services Supervisor when required.

The incumbent exercises some independent judgement and action within established library policies, procedures and practices.

## **II Accountabilities**

### **A. Public Services**

Ensures that circulation staff provide a welcoming and inviting atmosphere for library customers.

Assists in planning, organizing and supervising circulation activities to ensure customers receive efficient and timely services and assistance. Applies library policy concerning the circulation of library materials.

Resolves problems related to the circulation of library materials; addresses complaints and concerns of customers. Informs Supervisor of unresolved problems.

May assist in the maintenance of the branch collection; re-allocates, sorts damaged/outdated materials; prepares materials for recycling; co-ordinates the exchange of materials; places holds on desired materials as requested by customers or librarians.

Performs circulation desk duties. May provide limited readers advisory and reference information.

Reports on appearance of facility. Refers any building maintenance problems to appropriate person or department.

May assist in overseeing problems associated with meeting room bookings and consults Supervisor as needed.

May assist in overseeing the acceptance and pre-sorting of donations (based on physical condition/age) and boxes for book sale.

## **B. Administration**

Provides input to Supervisor for formulating and implementing improvements to circulation routines; recommends changes or improvements to circulation policies and procedures.

Ensures that daily cash procedures are followed in the absence of the Supervisor.

Ensures compliance of opening and closing procedures in the absence of the Supervisor.

Collects circulation statistics.

Ensures that van trips are prepared appropriately and in a timely fashion.

Oversees the sorting and distribution of incoming mail; ensures the delivery of outgoing mail, as needed.

May assist with planning, creation and maintenance of displays. Occasionally, may assist with branch programs.

Maintains assigned library equipment, referring unresolved problems to appropriate department or person.

Completes branch supply orders and forward to HQ for filling.

## **C. Supervision**

Maintains knowledge of circulation activities; communicates changes about relevant policies and procedures to circulation staff; refers suggestions/concerns of circulation staff, as appropriate.

Provides leadership, guidance and supervision to circulation staff. Provides direction on the more complex circulation work (handling collection agency customers, resolving disputes, etc.). Refers unresolved problems to the Supervisor.

Maintains harmonious and effective relationships with branch staff and keeps circulation staff well informed of activities and policies.

Provides input into the selection of Library Pages; trains, schedules, supervises and evaluates Library Pages.

Reviews and approves payroll time sheets of ACLs and Pages.

Assists with the orientation and ongoing training of the circulation staff in the branch. Provides input into probationary reviews for new hires. Schedules and assigns On Call Circulation Staff as required. Assists the Supervisor in setting and prioritizing objectives for the Circulation Department. Provides input re: staff disciplinary matters, to the Supervisor.

**D. Other**

Other duties of similar complexity and scope, as assigned.

**III. Working Conditions**

Works in a front-line public service environment and as such, deals with constant interruptions by person or phone. Has contact with public and staff throughout the system. Stands for extensive periods of time. Uses personal computer. Required to lift and push heavy objects.

**IV. Job Specification**

**A. Education**

Grade 12 or equivalent

Plus

Supervisory course from an accredited Library Technician Program or equivalent.

**B. Related Experience**

Minimum two (2) year (full time equivalent) library circulation experience.

**C. Other Requirements**

1. Demonstrated knowledge and experience in library procedures and services.
2. Working knowledge in supervisory practices and procedures.
3. Demonstrated ability to exercise initiative, tact, interest, leadership and independent judgement with staff and all sectors of the public.
4. Good oral and written communication skills.
5. Good organizational skills, with the ability to work independently as well as in a team environment.
6. Demonstrated ability to establish and maintain effective staff and public relations.
7. Demonstrated knowledge of e-Readers and mobile devices.
8. Detail oriented
9. Demonstrated ability to accurately file numerically and alphabetically.
10. Demonstrated knowledge of an automated library system.

11. Physical ability to handle book bins, boxes of books and loaded book trucks.
  12. Experience with cash procedures.
  13. Commitment to continuous learning.
  14. Considerable knowledge of Microsoft Windows.
  15. Efficient and accurate keyboarding skills
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**Drafted by:**

Leslie Brecht, Director of Human Resources

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**Approved by:**

Don Nettleton, Chief Executive Officer

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Date:

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