Job Description

Job Title:	Lending Supervisor: Environment and Website
Department:	Library
Reports To:	Manager, Circulation Services: Lending
Jobs Reporting:	Weekend/Evening Supervisor and Technical Support (3 positions)
Salary Grade:	USG 6
Effective Date:	September 2023

Primary Purpose

The University of Waterloo Library is the campus's partner in learning, research and innovation. Its two main locations and three satellite spaces act as interdisciplinary hubs, bringing together the knowledge, expertise and resources needed by our diverse campus community. The University was built for change and the Library exemplifies Waterloo's agility as we continuously transform our approaches to creating, discovering, using, sharing and preserving information. With a commitment to open and equitable access to information, we equip researchers and students with the critical research skills to improve our world as active citizens, creative problem solvers and agile leaders. All of our work is done with a strong commitment to equity, diversity, inclusion and accessibility.

The Lending Supervisor, Environment and Website (LSE&W) is accountable for overseeing daily Lending activities and ensuring that fully trained staff are in place for a variety of department functions. The incumbent and is also responsible for the quality of the departmental web presence and ensuring that department roles in the security and environment of the libraries are fulfilled.

Key Accountabilities

Coordinates daily activities and supervises permanent and student staff in Lending

- Deploys permanent and casual staff to meet Lending goals and objectives
- Maintains an inclusive work atmosphere and positive team culture, by providing ongoing feedback and coaching, appreciation, and recognition
- Permanent staff supervision
    - Makes decisions on the hiring of their direct reports, in consultation with the manager and department head.
    - Coaches, trains, and develops skills of direct reports to assure growth and development of those individuals
    - Conducts regular performance reviews with direct reports, and follows the annual performance appraisal process
- Student development and leadership
    - Hire, train, schedule, and coach team of approximately 5-15 student staff responsible for ensuring compliance with library environment expectations, and staffing the library buildings during extended hours periods
    - May hire, train, and coach a co-op student, providing opportunities for development of skills, and involvement in library-wide initiatives

Ensures that department roles in the security and environment of the libraries are fulfilled

- In addition to supervising casual staff responsible for maintaining the library's environment,
    - Is the primary liaison with campus police

- Provides training to security guards employed at the libraries
- In close co-operation with the manager, ensures contact with other library and campus departments on matters relating to building facilities, security, and the environment

- Oversees collection of occupancy data and reporting, maintains data storage
- Participates in assessments of occupancy data to produce reports, identify trends, and make recommendations based on the results of these assessments

Ensures timely, accurate and user-friendly delivery of department information to library patrons

- Is the department expert in writing for the web and web content planning
- Responsible for ensuring all departmental public website information is written and maintained according to best practices
- Develops the yearly calendar of building hours for the library
- Maintains the building and library service hours on the library's public web pages, and is responsible for ensuring it is accurately maintained on department phone messages and on signage
- Represents the department as an ongoing member of the library's Web Operational Management Team
- Responsible for applying content planning expertise to assist in the design of the way department information is managed and shared

Responsible for reviewing, tracking, testing, and making recommendations on new features and updates to the library system.

- As part of the Circulation testing team
  - Reviews and tests monthly system updates and makes recommendations to Circulation management team on what features should be implemented
  - Develops and delivers training on any changes to the system
  - Tracks enhancements and communicates changes to the department

Shares in the provision of circulation services

- Typically works 3.5 hours per week at one of the library's service points
- Assists with higher-level patron inquiries including registrations, fines and appeals, service indicators, etc.
- Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree or equivalent in education/experience.

Experience

- Proven self-starter
- Demonstrated commitment to high-quality customer service
- Supervisory experience with proven strong mentoring ability
- Experience in library operations, particularly knowledge of circulation systems, is an asset.

Knowledge/Skills/Abilities

- Must have proven excellent communication and interpersonal skills

- Demonstrable understanding as a user of common web technologies
- Proven aptitude with software applications
- Analytical and problem-solving skills
- Proven ability to manage and prioritize tasks
- Basic MS Word, Excel
- Writing for the Web; Web Accessibility

Nature and Scope

- **Contacts:** Internally, communicates with public services staff in the library to present/describe information. Works with Library Systems and Facilities departments to obtain action on issues. Works with Library Web Team to obtain and discuss information. Externally, works with patrons to respond to problems and promote services, and with campus contacts such as Campus Police and Plant Operations, to present issues and discuss problems.
- **Level of Responsibility:** Accountable for ensuring staff perform specialized work. Works with minimal supervision and has direct reports.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with manager and others to solve more complex problems.
- **Physical and Sensory Demands**: Minimal demands typical of a supervisory position operating within an office environment. Moderate lifting and carrying of library materials is required.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position with responsibility for a time-sensitive activity. Evening or weekend work may be required to cover an absence.