

Job Description



Job Title:	Weekend/Evening Supervisor
Department:	Library
Reports To:	Lending Supervisor: Circulation Desk Training or Lending Supervisor: Environment and Website
Jobs Reporting:	None
Salary Grade:	USG 5
Effective Date:	February 2022

Primary Purpose

These positions have primary responsibility for ensuring that the libraries provide excellent customer service while maintaining a secure environment for patrons during evening and weekend hours.

Key Accountabilities

Supervises student staff

- Supervises, coaches, and evaluates evening/weekend student staff, including staff working on the desk and as environment monitors.
- Ensures student staff are applying library policy concerning environment monitoring and the appropriate use of facilities, and for security related functions including building closures during the extended building hours each term.

Accountable for upholding high standards of customer service

- Supplements the initial training and provides on-going training for student staff members working at the circulation desks and as environment monitors.
- Ensures that the library buildings and circulation desks are opened and closed as scheduled during the evenings and on weekends, and that qualified staff are in place during these times.
- Resolves problems and interprets policies relating to the circulation of library material.
- Responds to and reports complaints and incidents of student behavior that result in study environment disturbance.
- Responds to and reports emergencies and security-related matters, as well as physical building problems that arise in the libraries during the evening and weekend shifts.

Shares in the provision of Circulation Services

- Provides excellent customer service to patrons at physical and virtual service points.
- Provides higher level patron account support, including assisting with fine questions, registrations, and access issues.
- Assists with projects that are frequently of a technical nature.
- Prepares reports informing the supervisor of observations, events, and anything unusual that occurs in the evening and on weekends.
- Participates in special duties assigned to each position as required. Examples of special duties include, but are not limited to:
 - Searching for missing and lost books and processing found materials
 - Maintaining and developing training for the environment monitoring function, in cooperation with the Lending Supervisor: Environment and Website

Job Description



- Updating and maintaining procedure and policy documentation for a department wiki
- Participating in training of full-time and student staff in the use of the library services platform

Provides technical support

- Resolves or refers problems with public printing, as appropriate, and assists patrons with common wireless and computing issues.
- Provides back-up in identifying and reporting problems with the Primo/Alma library system that is supported by the Library Technology Systems and Facilities Department during evening and weekend hours.
- Identifies, resolves and/or reports issues with staff and public computer terminals.

**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

- High school graduate

Experience

- Experience in library operations
- Supervisory experience is an asset

Knowledge/Skills/Abilities

- Proven excellent communication and interpersonal skills
- Demonstrated commitment to excellent customer service
- Demonstrated ability to think critically in order to resolve problems quickly and accurately
- Demonstrated ability to quickly learn new technologies
- Knowledge of a library services platform

Special Requirements / Conditions

Moderate lifting and carrying of library materials is required.

There are seven staff in this position type, four are full-time and three are part-time.

Full-Time Positions:

- Two positions cover weekends and also work three days during the week. For most of the term the working day starts and ends later than a typical working day. One position is at Porter, and the other at Davis.
- Two positions cover evenings from Monday to Thursday, and on Friday during the afternoon and early evening. One position is at Porter and the other is at Davis.

Part-Time Positions:

- Shared three-week rotating schedule, working 23 hours per week, including two weeks of weekend evenings and one week of weekday hours. This includes rotating between the Porter and Davis Libraries. During the weekday portion of the rotation most of the hours are spend working at the circulation desks.

In addition, for all seven positions there are some required adjustments to hours each term:

- During the Library's extended hours period
- During the campus intersession period
- Some additional required adjustments to cover for absenteeism and statutory holidays.

Nature and Scope

- **Contacts:** Internally, communicates with their staff and supervisor to present and discuss information and problems. Externally, communicates with patrons to provide services and respond to problem, and with campus contacts such as Plant Operations and Special Constable Service to report problems.
- **Level of Responsibility:** Accountable for ensuring student staff perform routine work. Also accountable for assignments that may be of a specialized nature. Works with minimal supervision.
- **Decision-Making Authority:** Responsible for problem-solving daily issues. Works with supervisor and others to solve more complex problems. May be required to make emergency closure decisions.
- **Physical and Sensory Demands:** Minimal demands typical of a supervisor position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a supervisory position with responsibility for time-sensitive activity.