

STAFF JOB DESCRIPTION

JOB DESCRIPTION:	Library Operations Supervisor		
DEPARTMENT:	Learning Resources		
REPORTS TO:	College Librarian and Director Learning Service		
JOB DESCRIPTION #:	111.01	PREVIOUS JOB DESC. #:	113.01
PAY LEVEL:	16		
ORIGINAL DATE:	January 1998		
LAST REVISED DATE:	August 2019, September 2019		

Primary Function:

The primary function of this position is to provide day-to-day supervision to Learning Resources [LR] staff at both campus libraries and provide administrative support to functions within LR to ensure high quality service delivery to students, faculty, and staff. Coordinates with other Library Operations Supervisors the functions performed by staff and communicates with library faculty service coordinators and other College personnel to facilitate effective operations.

Responsibilities:

1. Performs a variety of administrative support functions to facilitate effective operations.

- a. recommends and initiates capital purchases and facilitates staff input into budgeting and departmental and College planning processes;
- b. analyzes, plans, and recommends strategies to increase the effectiveness and efficiency of public and technical services operations and applies them to new or existing activities and services to best meet user needs;
- c. develops, revises, and implements policies, procedures, and processes and ensures that operations performed by staff are consistent with College policies, library standards, operations manuals and health and safety standards, as well as broader provincial and federal legislation;
- d. develops plans and budgets for staffing new library activities and projects, and manages auxiliary budget in accordance with established guidelines;
- e. monitors library expenditures against approved budgets, resolving discrepancies;
- f. analyzes, plans and recommends changes to library space - including its floor plan, furniture, fixtures, equipment, lighting, and signage - to increase its use and effectiveness;
- g. handles all operational issues and escalates to Director, Learning Resources & Records Management, as needed.

2. Supervises the daily operation of positions under their responsibility.

- a. hires and coordinates onboarding, orientation, and training for staff in LR processes, software applications, and policies and procedures applicable to their position;
- b. defines expectations and performance objectives for staff and assists them in meeting them through appropriate training and professional development opportunities;
- c. approves time sheets, vacation, sick leave, and other leaves and assigns and approves work schedules;
- d. completes performance appraisals and recommends performance improvement objectives;
- e. provides input into staff job descriptions, recommending changes as needed;

- f. refers to the BCGEU Collective Agreement as required and applies to daily decision-making within established standards;
- g. facilitates and fosters a team environment, and resolves conflict within the unit, and with LR clients;
- h. ensures adequate coverage for areas within responsibility, and within existing budget parameters;
- i. facilitates staff input into the development, evaluation, and revision of departmental plans, priorities, policies, and procedures.

3. Performs a variety of tasks related to the provision of information to students and others.

- a. responds to requests for services, user inquiries, and resolves incidents in a timely manner in accordance with established policies and procedures;
- b. receives and handles user concerns and complaints, taking immediate action to resolve them as needed;
- c. contributes to, maintains, and documents operating and escalation procedures, directing staff and users to appropriate LR and College procedures/personnel as needed;
- d. maintains confidentiality of all sensitive and confidential HR and user records, both print and online;
- e. ensures that services records, usage, and other data are collected and reported, including preparation of written reports, recommendations, and analyses on issues related to the operations under their supervision.

4. Provides guidance and support on systems used by the LR team.

- a. monitors and evaluates all systems applicable to the LR staff team and acts as a key trouble-shooter;
- b. trains LR staff in all systems and applications relevant to their role;
- c. monitors and stays current on new and existing College and library technology, applications, and standards relevant to LR administration and service provision;
- d. performs critical data downloads and uploads of collection and user data using a variety of College, library, and external systems.

5. Performs other duties as assigned.

- a. maintains ongoing liaison with library faculty service coordinators and other College personnel in order to facilitate effective library operations;
- b. actively participates as a member of the LR Leadership Team, preparing information as necessary to support its work;
- c. backs up other LR Library Operations Supervisors in their absence;
- d. performs the duties of Library Technician, Public Services and/or the Library Technician, Technical Services (111.10 and 113.09) for which they are qualified.

Supervision or Guidance Exercised:

Directly supervises full-time permanent and temporary staff. Hires, trains, orients, evaluates, and completes performance appraisals for staff. Identifies and supports appropriate professional development for staff. Assigns work schedules, and approves modified schedules, overtime, vacation, leave requests, and timesheets.

Physical Assets and Information Management:

Maintains confidentiality of sensitive and confidential HR and user information. Provides daily oversight for the library's physical print, media, and equipment collections. Monitors use of public and staff workstations, printers, and other library equipment as well as space, and resolves issues in collaboration with colleagues in CEIT, Facilities, etc.

Financial Resources:

Has budgetary signing authority for time-sheets, overtime, and hiring permanent and auxiliary employees with the team, as designated by the Director. Resolves library fine disputes and appeals. Signs for Bookstore supplies. Manages financial records and credit card expenditures for library collections and supplies accounts. Recommends and initiates capital purchases and facilitates staff input into departmental and college budgeting processes.

Required Education and Experience:

- A Library & Information Technology diploma from an accredited two-year program, with a minimum of five years of post-secondary library experience including a minimum of two years in a supervisory role.
- An equivalent combination of training, education, and experience may be considered.

Required Knowledge, Skills and Abilities:

- Knowledge of current trends, issues, and opportunities related to the provision of responsive and innovative library services and spaces.
- Demonstrated commitment to and proficiency in customer service excellence.
- Demonstrated ability to:
 - Supervise and engage staff; plan and schedule work flow; and train, evaluate and motivate employees within a union environment.
 - communicate effectively verbally and in writing with tact and diplomacy.
 - Establish and maintain effective working relationships with administrators, faculty, staff and students.
 - Recognize, analyze and resolve problems and conflict to maintain high levels of customer service and team effectiveness.
 - Develop, implement, and document work processes, procedures, and practices.
 - Review, collect, maintain, monitor, and report budget figures and gather, collate, and present statistics with attention to detail.
 - Proficiently use and troubleshoot standard office productivity software programs, as well as a wide range of library technology and systems.
 - Exercise discretion and use sound judgement with regard to confidential and sensitive information.
 - Work independently with a minimum of direct supervision as well as establish priorities and achieve deadlines.

This job description reflects the general responsibilities and duties associated with the job and should not be viewed as a comprehensive list of job tasks.