BCGEU POSITION DESCRIPTION

POSITION TITLE: Associate Library Supervisor	**JOB NUMBER:** 724
REPORTS TO: Library Campus Supervisor	**INCUMBENT:**
DEPARTMENT: Library	**DATE CREATED:** July 2016
JOB CLASS: 11	**DATE REVISED:** November 2024

PRIMARY FUNCTION

The Associate Library Supervisor is responsible for assisting the Library Campus Supervisor in the daily operations, management, and supervision of Library facilities. The incumbent reports directly to the Library Campus Supervisor and plays a critical role in overseeing staff, ensuring smooth Library functions, and supporting operational continuity across multiple campuses. This position involves assuming some of the duties of the supervisor in their absence, managing staff performance, assisting with hiring processes, and providing support in the development of Library procedures and operations.

JOB DUTIES AND TASKS

1. In collaboration with Library Campus Supervisor ensures continuity of operations and management by performing essential duties in the division.
2. Drafts and completes administrative paperwork, such as preliminary search details, training materials, performance reviews, and other necessary reports.
3. Supervises posted auxiliary staff, ensuring adherence to work schedules and Library policies, and approves and tracks timesheets, vacation requests, and other attendance-related documents. In collaboration with the Library Campus Supervisor, conducts performance reviews, provides feedback, and recommends improvements as needed.
4. Intervenes for staff dealing with escalating situations with angry and upset patrons. Determines the need for and escalates issues to the University Librarian and/or Divisional Business Manager for further intervention when required.
5. Reviews records of vacation time, overtime, illness, Leaves, absences, and attendance. Ensures systems are in place for tracking and monitoring.
6. Prepares employment documentation for new hires, ensuring the completion of requisitions, position requests, and employee clearance forms.
7. Provides statistical data on Library Facilities in Surveys from Provincial, National, and other Institutions.
8. Develops, implements, and evaluates campus Library guidelines and procedures, monitor facility safety, coordinate with Security and Facilities for issues, and manage communication of operational changes to Library users and the KPU community.
9. Provides day-to-day frontline support and information for Library services which includes but is not limited to, offers assistance with library systems, provides basic reference services, answers general KPU-related questions, and guides patrons on the use of resources and services across various departments.

10. Performs Library Circulation functions by managing the charging, discharging, and renewing of materials, maintaining patron records, collecting fines and fees, issuing KPU Cards, handling reserves, and troubleshooting the print management system, including the complex task of refunding print jobs and paying out balances
11. Provides specialized Equipment and Media Services to the University community by assessing and determining equipment and software needs, instructing on audiovisual equipment operations, diagnosing and troubleshooting technical issues, assisting with various forms, and supporting the circulation of equipment.
12. Collaborates with the Library Campus Supervisor with administrative functions related to budget allocations, proposals, and expenses by recommending student assistant funding allocations, reviewing and approving hours, monitoring expenditures, preparing budget proposals, creating purchase requisitions, and managing supply inventory, while ensuring compliance with University standards and budget limits.
13. Contributes to and promotes a safe, respectful, and inclusive work environment by adhering to University policies and procedures and completing mandatory training programs.

SUPERVISION RECEIVED: This position reports to the Library Campus Supervisor.
SUPERVISION/DIRECTION EXERCISED: This position supervises Library staff and student assistants including training, scheduling, and providing input into performance appraisals. Depending on the Campus, the number of direct reports ranges from 5 to 10 plus student workers.
PHYSICAL ASSETS/INFORMATION MANAGEMENT: Set-up and maintain Library patron records; loan audiovisual equipment and related materials; open, close and secure Library facilitates. Monitor Library physical plant; deal with emergency situations; report and track issues.
FINANCIAL RESOURCES: Calculate, record, and collect fines and fees for overdue, lost, or damaged materials including adjusting fines as required; provide input into annual budget preparation; order supplies as required and sign for receipt of goods. Provides input into annual budget preparation. Verifies and authorizes timesheets, expense report forms, and cheque and purchase requisitions.
The above statements reflect the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE SKILLS AND ABILITIES

- One year previous supervisory experience or an equivalent combination of education, training and experience in the areas of recruiting, training, scheduling, assigning work, and conducting performance appraisals preferred.
- Sound knowledge and experience using an integrated library system.
- Demonstrated keyboarding skills, understanding of computer concepts and terminology, and experience with Microsoft Office, file management systems, email and presentation of statistical and financial information.
- Demonstrated ability to communicate effectively in English, both verbally and in writing.
- Ability to use tact and discretion with a variety of people and situations and work in a team environment.
- Working knowledge of and proven ability to explain and interpret library policies and procedures.
- Ability to work with a minimum of direct supervision to establish priorities, achieve deadlines, problem solve and function well under pressure.
- Previous experience working in a public services environment.
- Proven leadership abilities.
- Ability to lift moderate to heavy weight library materials and move materials on carts.
- Possession of a valid driver's license and access to a vehicle is preferred.

EMPLOYER REQUIRED EDUCATION & EXPERIENCE

- Completion of a two-year Library Technician diploma from a publicly accredited post-secondary institution and/or combination of equivalent education, training, and experience.

Knowledge Skills & Abilities revised: