



Patron Services Supervisor

REPORTS TO:	Branch Manager
JOB CLASSIFICATION:	5
STATUS:	Exempt
REVISED:	13 Jan 2017

BASIC FUNCTION:

Under the general direction of the Branch Manager, the Patron Services Supervisor performs specialized tasks related to the circulation of library materials including processing circulating materials, shelving, answering patron inquiries in person and on the phone, and handling money for fines, fees, or other services. The Patron Services Supervisor is responsible for the supervision of the patron services assistants staff, providing schedules, training, conducting performance reviews, hiring, and disciplining. Duties require supervisory skills, independent judgment, and independent action. The Patron Services Supervisor interacts with the public and other staff members.

The Library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

RESPONSIBILITIES:

- Perform general desk duties including answering telephone and directing calls, circulation of library materials, check in magazines and newspapers, holds processing, fine/fee payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage (in-house, honor, etc) and other similar responsibilities.
- Check library application forms against data entry that is completed by other patron services staff.
- Compile circulation report and statistical usage and submit to the Branch Manager and Library Director monthly.
- Resolve disputes with patrons concerning overdue, lost and damaged items, directing unresolved issues to the Branch Manager as necessary.
- Oversee or conduct the processing of overdue notices including review of patron accounts turned over to collection agency.
- Participate, with the Branch Manager and in coordination with the other branch patron services staff, in setting/changing policies and procedures for branch circulation services.
- Prepare schedules for other patron services staff.
- Reconcile cash drawer and prepare bank deposits as necessary.
- Hire (with assistance from Branch Manager) other patron services staff.
- Train and supervise patron services staff.
- Provide basic reference and reader assistance as necessary.
- Supervise minor repairs on library materials.

- Collection maintenance activities, including weeding and shelf shifting, under the direction of the Branch Manager.
- Lead and serve on committees as assigned by the Assistant Director.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Bachelor degree preferred or a combination of some post-secondary education and relevant work experience.
- Knowledge of library principles and practices and the ability to put them into practice.
- Must be able to meet and maintain Kentucky Department for Libraries and Archives (KDLA) certification requirements.
- Prior supervisory and customer service experience necessary.
- Extensive computer experience with standard office software, including Microsoft Office products, email, and internet usage.
- Valid driver's license and satisfactory driving history. Personal transportation that can be used for business travel is required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

The job description is not a contract between the Library and the employee. The Campbell County Public Library is an at will employer. The job description duties may be changed at the discretion of the Library and/or the Library may request the employee to perform duties that are not listed on the job description.

ACCEPTED BY:

Employee: _____ Date: _____

Supervisor: _____ Date: _____