



## RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA  
Date created or revised: 9/12/2022  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: No  
Campus Security Authority: No

Title: Library Supervisor in Access Services  
Status: Full-time, Continuing; non-standard 35-hour work week  
Schedule will include nights, weekends and holidays; schedule changes between semesters and during summer break  
Grade: 9  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports To: Access Services Manager

### **PRIMARY PURPOSE:**

Administer the Borrowing Services Area of Access Services, incorporating Circulation, Library Technology, Reserves and Stack Maintenance. Supervise the day-to-day operations of the Borrowing Services Area. Provide the full spectrum of public services associated with the Area through the utilization of the HELIN Consortium's integrated library system. Assist the Access Services Manager in analyzing the Area's activities and conducting a wide array of other related duties. The individual will supervise students and on occasion, support staff.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Essential Job Functions:

- Administer all aspects of Borrowing Services Area (Circulation, Stack Maintenance, Library Technology and Reserves), while providing backup to interlibrary loan.
- Provide the Access Services Manager with all the necessary statistics, other relevant data, and analysis for Borrowing Services work and activities based on the operations, practices and policies of the Library.
- Provide the full array of all library-related public services associated with the Department to all library patrons, inclusive of photocopying, network printing and vending services.
- Contribute to all the Department's public services with a positive, pleasant, and user-focused customer service, conveying commitment to diversity, inclusion and cultural awareness.
- Assign and oversee the day-to-day work activities of student employees and occasionally the support staff.
- Enforce the Library's loan rules on all circulating library materials as determined by the patron type.
- Maintain appropriate records for all financial transactions of the Department including a daily balancing of the cash drawer.
- Train and coach student employees and part-time and full-time staff in all aspects of Borrowing Services.
- Open and/or close the Library building either independently or in coordination with other Library staff and student employees.
- Ensure the security of the building and its collections.
- Handle emergency situations according to established library and campus protocol.
- Meet with the Access Services Manager on a regular basis and attend the Department's supervisors' meetings.

- Participate in the writing of the Department's documentation of its procedures and library webpage information based on established policies.
- Assist the Access Services Manager in the gathering and analysis of data relevant to the myriad activities and services of the Access Services Department, including workflow and service delivery.
- Participate in job-related professional development activities.
- Participate in Library-wide and HELIN Consortium committee and task force work.
- Supervise student employees.

Occasional Job Functions:

- Supervise support staff:
- Perform other related duties and responsibilities as assigned by the Access Service Manager) and/or Library Director.

**REQUIRED QUALIFICATION STANDARDS:**

Education:

Bachelor's Degree from an accredited four-year institution.

Experience:

Minimum of three years of experience in a public service setting inclusive of one year of supervisory experience.

Skills, Knowledge and Abilities:

- Excellent communication and interpersonal skills.
- Proficiency in Microsoft Office Suite.
- Strong customer service orientation.
- Ability to work in a team environment where collaboration and compromise with co-workers actively contributes to and helps maintain collegial working relations.
- Demonstrated ability to train and coach staff.
- Demonstrated skill in using diplomacy and conflict resolution.
- Excellent time management and organizational skills; adaptability and flexibility; and attention to detail, accuracy, timeliness, and dependability

**PREFERRED:**

Experience in an academic library setting utilizing a variety of library technology and software applications (i.e., OCLC WorldShare Management System) which support the Access Services Department.

**ENVIRONMENTAL CONDITIONS:**

Requires frequent standing and walking; occasionally required to lift, carry and push up to 25 lbs., stoop, kneel, reach high and low.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*