

## RACINE PUBLIC LIBRARY

### ~~Circulation, Outreach and Technical Services Department Lead Supervisor~~

#### Access Services Supervisor

#### Position Description

Full-time; 40 hours per week

Grade Level I

#### POSITION PURPOSE:

~~Racine Public Library is a learning institution. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Employees will contribute to a positive customer experience with the public and co-workers. Essential duties may change in response to evolving community needs.~~

The Racine Public Library has been the community's educational and informational institution since 1897. All employees are expected and encouraged to create a positive and friendly environment for library users, the community, and co-workers. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Essential duties may change in response to evolving community needs.

Under the direction of the Deputy Director, the ~~Circulation, Outreach and Technical Services (COTS) Lead~~ Access Services Supervisor manages all functions of the ~~COTS Circulation~~ Department. This position is ~~and~~ is responsible for smooth operation of public services ~~specifically~~ related to circulation and access in accordance with library policy, including but not limited to patron registration, holds management, materials check-in and check-out, fee collection, deliveries, processing, and cataloging. The Access Services Supervisor is responsible for the supervision of all full-time and part-time employees of this department. This position is full-time, with the specific work schedule to be mutually agreed upon with the employee and supervisor; evenings and weekends required as needed.

#### ESSENTIAL DUTIES:

- Oversee ~~automated~~ all circulation of library materials in the library and through ~~outreach~~ extension services.
- Oversee operation of ~~COTS Circulation~~ employees, equipment, and functions.
- Assist or lead in interviewing and recommending for hire candidates for ~~COTS Circulation~~ employees when needed.
- Coordinate all training and supervise and appraise the performance of all ~~COTS Circulation~~ employees, providing continual corrective guidance and documentation
- Responsible for assessing continuing education and training needs of all employees in ~~COTS Circulation~~ departments.
- Lead or assist in leading departmental/interdepartmental meetings for ~~COTS Circulation~~ departments.

- Handle patron problems to an appropriate resolution.
- Plan long-range activities in accordance with the library's Strategic Plan, including evaluation and recommendation of service improvements, collections, programs, technology, equipment and facilities.
- **Establish, approve, and maintain work schedule for entire department.**
- Maintain knowledge of current techniques and methods used in providing public library services.
- ~~Report use statistics for public service areas assigned.~~
- **Provide monthly reports and other regular circulation reports as assigned.**
- Represent Racine Public Library at Lakeshore's **Prairie Lakes Library System** committees and other committees as appropriate.
- Oversees general patron inquiries about hours, book return locations, bookmobile locations, etc.
- Maintain a consistent and reliable attendance record.

#### **ASSOCIATED DUTIES:**

- Perform all Supervisor level duties in the library for ~~COTS~~ **Circulation**
- Perform other duties and work on special projects as assigned
- Attend trainings related to Lead Supervisor role
- Assist in leading efforts from Library Administration towards various cultural transformation goals
- Attend staff meetings and meetings of community organizations, as required

#### **MINIMUM REQUIREMENTS:**

- Bachelor's Degree ~~preferred~~ with two or more years of public library experience, **MLIS preferred.**

#### **KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Knowledge of current ~~techniques and methods~~ **standards and best practices** used in providing public library services, including ~~outreach~~ **circulation and technical** services.
- **Knowledge of Sirsi Dynix Workflows Integrated Library System (ILS) for circulation, patron management, and cataloging preferred.**
- **Experience with Google Workspace apps, including Sheets, Docs, Gmail, and Forms**
- Excellent oral, written, interpersonal, and public relations skills.
- **Strong budgeting skills, experience in ordering from multiple vendors, and basic knowledge of library vendors and ordering processes (Ex. Brodart, Ingram, Demco, etc.)**
- ~~Excellent management and supervisory skills.~~
- ~~Ability to understand and evaluate changing technology.~~
- **Ability to analyze data to recognize trends, assess effectiveness, and turn insights into actionable improvements.**

- Ability to **confidently** supervise, ~~and evaluate, personnel and to assess training needs.~~ **coach, and manage a diverse staff.**
- Ability to work cooperatively with other library departments and community partners
- Ability to use personal judgment to effectively problem-solve.
- Ability to work with a diverse public, ~~and other staff members~~ politely and with respect.
- ~~Ability to communicate effectively in a pleasant and professional manner.~~
- Ability to communicate effectively in Spanish, both orally and in writing, desirable.

**PHYSICAL DEMANDS:**

- Ability to lift a minimum of 60 pounds of library materials from one area to another.
- Ability to stand for 5 hours with a break.
- Sitting, standing, walking, stooping, kneeling, crouching, climbing, balancing, bending, twisting, reaching, filing, talking, listening, concentrating, handling, grasping, writing, sorting.

**ENVIRONMENTAL/WORKING CONDITIONS:**

Public service situation in a modern office environment with a large volume of public interaction. Forty-hour work week, with some evening and weekend work.

**EQUIPMENT USED:**

Computer terminals, **automated materials handler**, laser scanners, telephones, cash registers, copy machines, postage meter, 3M security system, ~~typewriter~~, calculators, fax machine, A/V equipment, camera, walkie-talkie, and other tools used in the library environment.