

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.