

Collection Services Supervisor

DEPARTMENT:	Collection Services
GRADE:	54
CLASS CODE:	CSSUP
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	June 2019

Summary:

Under limited supervision, plans, coordinates, and supervises assigned collection services function and personnel. Works closely with Collection Services Director, other Collection Services Supervisors, Collection Development Librarians, and staff on departmental strategies to support TRL's mission, vision, and values. Provides excellent customer service in an efficient, professional, and collegial manner.

Reporting Relationships and Team Work:

This position is supervised by and reports to the Collection Services Director.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Oversees and coordinates collection services operations for area of assignment including Acquisitions/Cataloging, Circulation/Delivery, Collection Maintenance/Processing, and/or Interlibrary Loan. Monitors and evaluates departmental work methods and procedures; implements changes necessary to improve operational efficiency; delivers a relevant, high quality user experience to all our patrons and staff.
2. Hires, trains, supervises, and monitors/evaluates the performance of assigned personnel; assigns work activities and monitors departmental workflow. Ensures staff compliance with the District's policies and procedures.
3. Participates in the planning and development of Collection Services goals and objectives. Serves as departmental representative; attends and participates in a variety of meetings, committees, conferences, workshops, and seminars as required. Keeps current with library trends and uses information to inform changes to workflows and processes.
4. May serve as local administrator. Develops and administers assigned departmental budgets; monitors expenditure. Prepares, submits, and maintains a variety of departmental reports and records.
5. Performs other duties as assigned or required.

Additional Duties for Supervisors by Assigned Area of Responsibility:

Interlibrary Loan, Circulation & Delivery

1. Supervises and coordinates interlibrary loan requests to and from other library systems. Works cooperatively with other library systems to develop and maintain reciprocal interlibrary sharing relationships.
2. Identifies, locates and requests rare items, genealogy, audio visual, serials and a variety of problematic materials.
3. Researches and resolves issues in relation to requests for library materials; interprets and explains departmental policies to patrons and staff. Troubleshoots and resolves problems involving incoming and outgoing interlibrary loan requests, and interprets and develops interlibrary lending policies and procedures.
4. May authorize invoice payments for interlibrary loan fees.
5. Supervises the maintenance and storage of the Service Center's professional collection and manages the circulation, maintenance and storage of the Adult and Youth Page Turner kits and databases. Performs ongoing records maintenance; adds, updates and corrects item records for gifts and transfers.
6. Supervises Service Center circulation and mailroom functions.

Acquisitions & Cataloging

1. Supervises and coordinates the ordering, receiving, invoicing, and payment of print and non-print library materials for the District.
2. Orders library materials and communicates with vendors.
3. Receives, verifies, and maintains purchasing invoices; generates vouchers for the Business Office.
4. Supervises and coordinates the cataloging of new library materials; oversees the planning, development, and implementation of cataloging functions.
5. Coordinates and performs ongoing bibliographic maintenance; adds, updates, and corrects existing bibliographic records, item records, and authority headings.
6. Resolves issues encountered by District staff in relation to the integrity of bibliographic/item records, classification of items, and the assignment of items to libraries.
7. Supervises and coordinates the processing of new library materials, donations, mended library materials and the de-processing of library materials. Communicates with vendors regarding pre-processing questions, refunds and supplies.
8. Coordinates the withdrawal or transfer of weeded materials. Organizes withdrawn materials for book sales, recycling, and sale by on-line sellers.
9. Coordinates the mending of print and non-print materials for the District; resolves issues encountered by community library facilities in handling worn or damaged library materials.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. English grammar, punctuation and spelling including strong proofreading skills.
2. Ability to work independently and innovatively in a variety of situations.
3. Cataloging, circulation, and interlibrary loan principles and procedures.
4. Principles and procedures of library acquisitions and collection maintenance.
5. Library processes, policies, and procedures relative to area of assignment.
6. Industry rules and standards governing collection management activities.
7. Library computer systems, databases, and software.
8. Supervisory principles, practices, and methods.
9. Customer service standards and procedures.
10. Supervising assigned collection services functions within a large library system.
11. Participating in the development/implementation of departmental goals, policies, and procedures.
12. Establishing and maintaining effective working relationships with library and department staff, other library systems, library patrons, volunteers, Friends organizations and Boards, vendors and professional organizations.
13. Utilizing library system computers, databases, and software.
14. Preparing and maintaining a variety of departmental reports and records.
15. Developing/administering budgets and monitoring expenditure.
16. Supervising, leading, and delegating tasks and authority.

Technology Requirements:

Required:

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- Library technology, resources, databases and software.
- Intermediate keyboard and data entry skills.
- PC navigation skills in a Windows-based environment; ability to connect and print
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews).
- Intermediate Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Desired:

- Intermediate SharePoint skills.
- Three or more years' experience using any of the following: OCLC Connexion, Cataloger's Desktop, RDA Toolkit, WebDewey, OCLC Worldshare, CLIO, Title Source 360, iPage, Sirsi Dynix Symphony, other vendor ILS, or any similar library-related software and technology.

Education and Experience:

Bachelor's Degree in Business, Education, Library Science or related field, and three years library collection services experience, including one year supervisory experience; OR an equivalent combination of education and experience. Master's Degree in Library Science preferred.

Licenses, Certifications, and Special Requirements:

- A valid Washington State Driver's License.
- Must pass and maintain a criminal background check.

Physical and Environmental Conditions:

- Work is performed in a standard office/library environment, and involves regular contact with the public.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Depending on area of assignment, may be required to lift and carry library materials and courier boxes.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.