

Page Supervisor

JOB TITLE: Page Supervisor

FLSA STATUS: Exempt

GRADE: 37

DEPARTMENT: Public Services

APPROVED DATE: 01/1998

REVISED DATE: 12/2019, 03/2021, 02/2022, 4/2023

Job Summary

Department supervisor for shelving and library support staff. Perform circulation and other public services at a community library to contribute to its effective and efficient operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. 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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Supervise assigned Page staff to include interviewing, hiring, training, scheduling, work direction, and performance evaluations.
2. Perform circulation tasks such as charging and issuing materials to customers using the integrated library computer system; receiving and processing returned materials; returning materials to circulating collections or other appropriate location; supporting the circulation front desk; and providing information to customers on circulation policies and procedures.

3. Provide circulation training and assistance to include helping staff with questions on procedures, updates, and resources.
4. Respond to building and customer issues to include assuring the proper operation of the community library.
5. Recommend and develop library procedures and process improvements.
6. Serve as part of management team helping with planning and problem-solving service issues at the community library.
7. May be in charge of the building in the absence of other supervisory staff.

Additional Duties and Responsibilities

1. May oversee volunteers.
2. Perform technical liaison duties including assisting customers with technology issues and diagnosing software problems as needed.
3. Perform basic reader's advisory and reference services.
4. Assist with the daily opening and/or closing of the library and securing of the building and its office equipment as needed.
5. Participate on various library committees as assigned.
6. Prepare correspondences and reports.
7. Train new staff as needed.
8. Attend meetings, trainings, and workshops as assigned.
9. Assist with special projects as required.
10. Perform other duties as assigned.

Supervision

The position reports to the Library Manager. This position supervises assigned Page and volunteer staff.

Knowledge, Skills, and Abilities

1. Thorough knowledge of library resources, programs and services in a public library.
2. Knowledge of library materials and resources including print and non-print media.
3. Knowledge of basic reader's advisory techniques.

4. Knowledge of library programs for specific customer groups.
5. Knowledge of principles of supervising and training staff.
6. Strong customer service skills.
7. Strong organization and attention to detail.
8. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
9. Ability to communicate effectively with diverse audiences.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
11. Ability to handle and resolve disruptive behavior effectively.
12. Ability to select, train and develop staff and volunteers for effective public service.
13. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.
14. Ability to drive and hold a valid Washington State driver's license or to arrange independently for such travel.
15. First Aid/CPR certification preferred.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Associate's degree preferred.
2. Three years of related professional experience required or equivalent combination of technical training and related experience.
3. Experience in related public service work, some of which must have been in a library required.
4. Supervisory or management experience preferred.

Physical and Environmental Conditions

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

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent may occasionally move objects or materials weighing up to 35 pounds.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.