Working Title: Public Services Supervisor  
Title/Level: Library Services Assistant – Advanced  
Appointment: University Staff, hourly, ongoing, 100% appointment  
Position Reports to: Director, Library and Digital Strategies

This position assumes overall responsibility to monitor all phases of Public Services and Resource-Sharing operations. In addition to opening or closing the library and monitoring library functions, this position plays a primary role in the borrowing and lending of resources with other UW System institutions. The position supervises all students working in these areas.

Public Services Supervision

- Provide excellent customer service to campus community  
- Manage daily library operations  
- Maintain student files, time sheets, training, supervision and work substitutions  
- Supervise the shelving of various library collections  
- Coordinate, communicate, and serve as the primary source of information regarding Circulation Services policies and procedures  
- Monitor “stack” areas for accurate shelving of materials  
- Review and suggest changes to the Library Public Services web pages as needed

Public Services Administration

- Responsible to schedule and insure the Public Service Desk staffing  
- Responsible for library study room checkouts  
- Collaborate with campus offices for tours and other uses of building  
- Plan and direct the arrangement, maintenance, and location of library materials  
- Review, recommend changes, and rewrite, as needed, training manuals and policies  
- Clarify and resolve problems in Public Services and Resource Sharing as needed  
- Add and remove holds using campus automated system  
- Facilitate billing and collection of overdue fines, lost materials, and referrals  
- Deposit fine/fee funds  
- Review and update informational materials, communicate changes to library staff  
- Act as a Library liaison regarding circulation issues and discussions  
- Supply statistics when needed for surveys, questionnaires, and various reports  
- Monitor and communicate need for maintenance on computers and equipment

Resource Sharing Supervisor

- Receive and screen incoming and outgoing Resource Sharing requests  
- Confirm and communicate codes, policies, regulations, and law  
- Interact with the UW System Resource Sharing function of Alma and nationwide OCLC database for ILL activities as needed.  
- Verify requests and determine locations on where to send requests
• Maintain knowledge of resource sharing service, performance levels, fee structures, policies and procedures
• Resolve loan circulation issues
• Provide backup support for Interlibrary Loan processing via ILLiad
• Train other library staff as needed

Other duties as assigned
• Participate as a team member in projects that align with University and library goals
• Work with other library staff to plan the use and upkeep of Library facilities
• Set and work to achieve strategic, realistic, and measurable goals designed to improve services and promote the Library’s mission and vision
• Complete mandatory training and professional development as requested
• Other duties as assigned

Required Qualifications
• Bachelor’s degree from an accredited university
• 2 years Library experience including public services experience
• Broad experience in working in multiple functional areas within an academic library such as cataloging government documents, archives, interlibrary loans, reference services and resource sharing

Preferred Qualifications
• Experience programming and event coordination
• Supervisory experience