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Day Supervisor

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Official University Job Title: Library Technical Assistant

Library Title: Day Supervisor

Description: (paragraph)

Provides efficient, consistent, and courteous service to library customers with respect to all aspects of the circulation and reserves process, as well as other day-to-day responsibilities of the Access Services Department during weekday hours. Interacts with all segments of university community. Supervises and trains student assistants. Trains staff when requested to by Department Head or Assistant Department Head. Makes responsible decisions concerning administration of policies and has significant decision-making authority to resolve customer questions regarding overdue materials, lost books, and other situations. Serves as backup person to A-V/Reserves Staff Assistant in some areas. Assists patron records staff member in contacting various patron classes with overdue books. Troubleshoots problems with GIL Express books listed as “in transit.”

Duties: (list)

Responsibility Number 1

Provides and supervises the provision of services to library customers at the Circulation/Reserve Desk. Checks books and reserve items in and out, makes change, assists patrons with copy card matters, assists patrons with disabilities. Retrieves materials from the ARC when requested and returns materials to the ARC. Makes independent decisions and resolves questions regarding lost books, overdue items, and other situations relating to the responsibilities of the Access Services Department and applies library policies equitably and consistently. Consults Department Head for particularly difficult or unusual patron situations.

Responsibility Number 2

Supervises student assistants on duty and provides training.

Responsibility Number 3

Assists patron records staff member with contacting patrons with overdue materials through letters, phone calls, and emails. Assist with list checking near end of terms for graduating eligibility. Places and removes holds in BANNER system.

Responsibility Number 4

Creates lists of GIL Express books listed as in transit and determines which have been returned to us or another University System library and which cannot be accounted for.

Responsibility Number 5

Acts as back up to main GIL Express processor.

Responsibility Number 5

Trains new staff members as requested by supervisors.

The above is intended to describe the general content and requirements of the job. It is not to be construed as an exhaustive statement of duties.

Essential Duties & Responsibilities:

List the essential duties performed as a regular part of the job grouping related duties together in a sentence or paragraph. After listing the specific duties, estimate the percentage of time required to perform each duty, the total equaling 100%.

Essential Functions & Responsibilities (place an * next to new essential functions assigned to a job)	% of Time

