



Job Title: Learning Resources Supervisor

CLASSIFICATION DESCRIPTION

Department: Learning Resources

Pay Grade: 104

FLSA Status: Non-exempt

Remote Work Eligible: No

JOB SUMMARY

This position performs a wide range of library reserves and circulation activities in a joint use city library and academic support center at a large College campus and provides customer service to students and public patrons by delivering informational and technological assistance. Responsibilities include user account management, fulfillment, cataloging, and advanced technical services and collection maintenance. Assists patrons with bibliographic instruction and computer application issues; creates student ID cards; participates in outreach activities; and supervises assigned employees. May have special assignments such as in circulation, budgeting, licensing, purchasing, reporting, interlibrary loans, and developing teen program activities.

DISTINGUISHING CHARACTERISTICS

N/A.

ESSENTIAL JOB FUNCTIONS

- Supervises staff to include: prioritizing and assigning work; implementing policies and procedures; ensuring that employees follow policies and procedures; ensuring staff are trained; maintaining a healthy and safe working environment; and may also recruit, select, mentor and schedule employees.
- Coordinates library operations, which includes implementing and monitoring library policies and procedures, tracking and reviewing operational data, and developing operational reports.
- Performs paraprofessional work managing resource sharing requests (inter-library loans) for campus collection; maintains resource sharing records; communicates with external organizations; and processes lost loans.
- Provides basic research assistance to students and community patrons utilizing online discovery tool for print/electronic resources and databases.
- Maintains print serial collection, including selection, deletion, claims, and bibliographic records.
- Catalogs, maintains, and weeds (deletes) course reserve items and equipment records following copyright laws; contacts subject departments for current course textbook lists;

requests items to ensure reserve collection is up to date; and assists in collection maintenance, including updating bibliographic records, inventory, collection organization.

- Participates in College-wide library initiatives and projects to support integrated library system statewide network maintenance.
- Assists library patrons with library fulfillment (circulation) services using an integrated library system including basic bibliographic instruction; creates user accounts and updates patron records; places/processes intra-library loan and interlibrary loan requests; collects payments for fines and fees; shelves books; maintains collections; and communicates library policies and procedure.
- Instructs patrons on the use of cloud-based pay-for print system; collects payments for print cards, maintains and troubleshoots printing issues; assists public patrons with computer issues (hardware and software) and students with learning management system questions; and troubleshoots library and learning center technology issues (software/hardware), including computers, printers/scanners/copiers, and media equipment.
- Oversees the creation of College ID cards for students, faculty, and staff, including verifying identity and enrollment/financial status in a student information system.
- Schedules and confirms student room reservations and tutoring appointments utilizing scheduling software.
- Participates in the planning and delivery of displays, flyers, outreach, and programming, to promote Department resources and support community engagement; promotes College resources/services and contact information to support recruitment, enrollment, and the college experience.
- Supervises student employees, monitors facility, and serves as point of contact for the library in absence of administrative staff; communicates, enforces, and effectively applies policies and procedures in a wide variety of complex situations.
- Contributes to Department initiatives supporting student retention, academic success, and community engagement; communicates and coordinates with College-wide departments and public library staff to deliver excellent service to the community.
- May serve as Circulation Supervisor in: managing and resolving loan issues, including blocks on patron accounts in an integrated library system; placing/removing holds in student information system; maintaining library fine records and monetary deposits; and resolving login and authentication issues.
- May handle forecasting, budgeting, purchasing, licensing, administration of accounts, physical processing of library materials, and resolving library collaboration issues.
- May create programs and activities for teens and preschoolers.
- May provide bilingual assistance if qualified.
- Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

Associate degree; four (4) years of related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Copyright compliance and “fair-use”;
- Policies and procedures pertaining to the College and the joint-use library;
- Customer service principles;
- Library operations, principles, and practices;
- Automated library system software applications;
- Basic collection maintenance and development principles;

- Modern office procedures; and
- Computers and related software applications.

Skills in:

- Providing customer service;
- Monitoring and maintaining applicable library collections;
- Processing incoming and outgoing library materials;
- Operating automated library systems;
- Cataloguing library items;
- Providing clerical support;
- Interpreting a language into/from English for patrons (desirable);
- Using a computer and related software applications; and
- Communication, interpersonal skills as applied to interaction with assigned employees, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

Ability to:

- Deal with difficult patrons.

CERTIFICATION, LICENSE AND SPECIAL REQUIREMENTS

N/A.

PHYSICAL DEMANDS

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	<u>X</u>
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.	<u>X</u>	Reaching – extending hands or arms in any direction.	<u>X</u>
Crawling – moving about on hands, knees, or hands, feet.	<u>X</u>	Repetitive Motion – substantial movements of wrists, hands, fingers.	<u>X</u>
Crouching – bending body forward by bending leg, spine.	<u>X</u>	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	<u>X</u>
Feeling – perceiving attributes of objects by touch with skin, fingertips.	<u>X</u>	Standing – for sustained periods of time.	<u>X</u>
Fingering – picking, pinching, typing, working with fingers rather than hand.	<u>X</u>	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	<u>X</u>
Grasping – applying pressure to object with fingers, palm.	<u>X</u>	Talking 1 – expressing ideas by spoken word.	<u>X</u>
Handling – picking, holding, or working with whole hand.	<u>X</u>	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	<u>X</u>	Visual Acuity 1 – prepare, analyze data, transcribing, computer terminal, extensive reading.	<u>X</u>
Hearing 2 – receive detailed information, make discrimination in sound.	<u>X</u>	Visual Acuity 2 – color, depth perception, field of vision.	<u>X</u>

Kneeling – bending legs at knee to come to rest at knees.	<u>X</u>	Visual Acuity 3 – determine accuracy, neatness, observe facilities/structures.	<u>X</u>
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	<u>X</u>	Visual Acuity 4 – operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	<u>X</u>	Visual Acuity 5 – close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling – use upper extremities to exert force, haul or tug.	<u>X</u>	Walking – on foot to accomplish tasks, long distances, or site to site.	<u>X</u>

TYPE OF WORK

Work performed is primarily:

- Sedentary work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.
- Light work:* Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.
- Medium work:* Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Heavy work:* Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- Very heavy work:* Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects

WORK ENVIRONMENT

May be required to work hours other than the regular schedule including nights and weekends.

This position requires regular and reliable attendance and the employee's physical presence at the workplace.

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions described herein. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in a job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in a job description.

St. Petersburg College has the right to revise a classification or job description at any time. This description does not represent in any way a contract of employment.