

THE
CATHOLIC UNIVERSITY
of AMERICA



Position Description

POSITION TITLE: Circulation and Student Supervisor		DATE OF LAST REVISION: August 8, 2019
TITLE OF IMMEDIATE SUPERVISOR: Head, Access Services		DIVISION/SCHOOL: University Libraries
POSITION NUMBER: 00917632	SALARY LEVEL: AS-4	DEPARTMENT: Access Services
POSITION STATUS: <input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/> Exempt	HOURS: <input checked="" type="checkbox"/> FT, 35hrs/wk <input type="checkbox"/> PT	SUPERVISES OTHERS: Yes (student employees)

I. Function of Department

State briefly, in one or two sentences, the primary function of the department and how it contributes to the mission of university:

Services facilitates physical and electronic access to research materials and information resources and coordinates borrowing and lending services through circulation, interlibrary loan, document delivery, consortium loan, electronic and print reserves, stacks management, and related programs. With Reference and Instructional Services serves the user community as a part of Public Service.

II. Position Summary

State briefly, in one or two sentences, the primary function and purpose of the position:

The Circulation Desk and Student Supervisor manages all day circulation activities; opens the library and the stacks from Monday to Friday; assists the Head of Access Services in the supervision of the entire circulation operation including the management, development, and training of part-time staff, collection security, stacks management, Consortium Loan Service, interlibrary loan activities, and course reserves; participates in implementing training programs for full-time staff.

III. Principal Responsibilities

Using action verbs, list and describe the position's principal responsibilities in concise, comprehensive statements. Indicate the importance of each responsibility using a scale of 1 through 5, 1 being the most important and 5 being the least important. You may rate more than one responsibility with the same number. If more space is needed, please make a copy of this page, continue listing the principal responsibilities, and attach it.

RESPONSIBILITY	IMPORTANCE (1, 2, 3, 4 or 5)
1. Recommends for hire, trains, and closely supervises approximately 60 part-time Access Services student employees, who each work approximately 10-19 hours/week. Responsibilities include training, on-site supervision, scheduling and performance review of part-time circulation services employees and some of these responsibilities are done in co-ordination with the student supervisor for the Information Desk, as some student workers cover both areas. Develops	1

	and updates training programs for part-time staff; ensuring that training is successful.	
2.	As supervisor, implements policies and procedures for circulation services, regularly reviews the policies and procedures, and recommends revisions.	1
3.	Oversees all circulation services in Mullen Library: borrowing, renewing, and processing returned materials; conducts searches and recalls for items not on the shelf; and collects fines and fees.	1
4.	Provides backup support for reserves, security desk, and other areas as needed.	2
5.	By deadline, submits accurate time sheets for approximately 40 part-time student employees to the Libraries' Administrative Office for review.	1
6.	Communicates with the circulation services staff of the Washington Research Library Consortium and with the staff of the university campus libraries regarding circulation issues.	2
7.	Opens the library and the Mullen Stacks from Monday to Friday. Normal work schedule is 7:30am to 3:30pm, but, as needed, is able to work a flexible schedule seven days a week.	1
8.	Collects appropriate statistical data and incorporates it into annual written reports of Access Services activities.	3
9.	Performs other duties as assigned.	3
10.		
11.		
12.		
13.		

IV. Scope

A. Leadership and Level of Supervisory Control:

Check one most descriptive statement.

- 1) "Work/Project Leader": Answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others in work unit.
- 2) "Team Leader": Advises and directs work teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks as team.
- 3) Supervisor: Participates in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks as subordinates.
- 4) Supervisor: Responsible for hire/fire decisions with VP concurrence; performance appraisals; departmental employee training and development; handles disciplinary problems in conjunction with HR. **This person will be evaluated on these decisions.**
- 5) Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority with concurrence of VP.
- 6) Not applicable to this position.

B. Complexity of Work:

Check the one most descriptive statement.

- 1) Routine: Primarily deals in one singularly directed and defined functional area. Awareness of related areas is not critical.
- 2) Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions.
Requires minor analytic interpretation.
- 3) Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.

- 4) Very complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

C. Independent Judgment and Decision-Making:

Check the one most descriptive statement.

- 1) Close supervision: Detailed instruction given; close and complete review of work.
2) General supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
3) Very general supervision: Resolves most questions, accomplishes most tasks without guidance.
4) Little guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor for help with work.
5) Plans, develops, and implements functions/projects for functional unit(s) or team(s).
6) Creates policies and procedures; decision-making impacts entire organization.

D. Impact:

Describe who/what could be positively or negatively affected by work done in this position; potential impact of error to others; ability to impact CUA's accomplishment of strategic goals.

Students, faculty, and staff would be affected. This position is responsible for assisting patrons in obtaining borrowing privileges and managing the circulation process.

E. Fiscal Responsibility:

Indicate financial/budget or university resource management and/or stewardship responsibilities required by the incumbent in this position.

Coordinates all fine and fee collection during the day. Assists with the management of fee collection for the library's ongoing book sale. Submits for review accurate time sheets for approximately 40 part-time student employees.

F. Personal Contacts and Communications:

List personal contacts or level of contacts required by this position and the nature of contact.

Regular in-person and electronic contact with the university and library consortium students, faculty, administration, and staff, and the general public.

G. Confidential Data:

List all types of confidential data to which this position has access.

Circulation and other records with financial data. Personnel records. Computer codes, passwords, and restricted databases.

V. Minimum Qualifications

A. Formal Education:

- High School or G.E.D.
 Associate's Degree
 Bachelor's Degree
 Master's Degree
 Doctoral
 Other:
Degree Program (*list*):

B. Practical Experience:

(Years needed and type required):

One (1) year library or customer service experience with a Bachelor's Degree OR One (1) to (2) years related library experience with an Associate's degree.

C. Technical Qualifications or Specialized Certification:

Knowledge of library functions and organization. Knowledge of Library of Congress classification system.

D. Other Knowledge, Skills and Abilities Needed:

Skill in using common computer applications (work process software, spreadsheets, etc.)

Skill in supervision.

Skill in communicating effectively with faculty, staff, students, and the public.

Skill in the use of library management systems desirable.

Demonstrated customer service skills.

Ability to pay attention to detail.

Ability to work quickly and accurately under pressure.

Ability to collaborate with and motivate staff.

Ability to plan, organize, and manage.

Ability to accommodate evening and flexible scheduling seven days a week.

VI. Working Conditions

Must be supportive of the mission and vision of The Catholic University of America. CUA was founded in the name of the Catholic Church and maintains a unique relationship with it. The University’s operations, policies, and activities reflect this foundation and relationship and are conducted in accordance with its stated mission.

Regardless of their religious affiliation or denominational affiliation, all employees are expected to conduct and support the University’s mission in the fulfillment of their responsibilities and obligations appropriate to their appointment.

CUA is a smoke, alcohol, and drug free workplace.

VII. Physical Demands

Please check all physical demands required by the position’s ESSENTIAL FUNCTIONS ONLY. If the position’s essential functions require a physical demand that is not listed, please specify in the space marked “Other”.

1) Standing

2) Stooping

3) Light lifting (*occasional lifting of 25 lbs or less*)

4) Heavy lifting (*frequent lifting of 25 lbs or more*)

5) Manual Dexterity

6) Other (*specify*): Mobility: ability to perform strenuous physical work requiring sitting or standing for extended periods of time, walking, kneeling, stooping, bending, pushing and pulling carts, reaching and lifting. Ability to use standard office machines and perform essential functions. Ability to lift and carry items up to 30 lbs.

VIII. Training Requirements

Please check all mandatory training requirements for this position. Please denote whether this training covers an essential job function or non-essential job function. Please indicate frequency with which this training must occur.

Privacy and Information Security

Non-essential job function – incumbent must complete an online training tutorial. Training is administered through the Office of Human Resources on the first day of hire. Re-training is required every two (2) years.

Compliance Awareness

Essential job function – incumbent must complete an online training tutorial. Training is

administered through the Office of Human Resources on the first day of hire. Re-training is required every two (2) years.

Advanced FERPA Awareness

Essential job function – incumbent must complete an online training tutorial. Training is administered through the Office of Human Resources on the first day of hire. Re-training is required every two (2) years.

Harassment Prevention

Essential job function – incumbent must complete an online training tutorial. Training is administered through the Office of Human Resources on the first day of hire. Re-training is required every two (2) years.

XI. Signature

Supervisor and employee have reviewed and discussed the position description.

Supervisor Name (Print): _____

Supervisor Signature: _____ *Date:* _____

Employee Name (Print): _____

Employee Signature: _____ *Date:* _____