Title: Section Supervisor - Inter Library Loan
Dept.: Public Services (Request Services)  
Reports to: Reference Coordinator  
Job Code Number: 10505  
Grade Number: 14, Represented  
Effective Date: Revised December 2018  
FLSA Status: Exempt

General Position Summary:

Supervises the Request Services – Interlibrary Loan Department including staff supervision, workflow and related supervisory functions. Verifies “end of line” requests. Recommends improvements in collection based on ILL usage and/or availability.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Supervises and evaluates performance of subordinate staff to maintain quality workplace and attitude, and participates in hiring.
2. Bibliographic searching and requesting (OCLC).
3. Verification of end-of-the-line requests.
5. Creates selection entries in Acquisitions.
6. Monitors supplies required by the Department.
7. Design, monitor and adjust workflow.

Secondary Duties:

1. Provide backup to related positions.
2. Serve on various employee committees as assigned.
3. Other related duties as assigned.

Core Competencies:

Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.
Ethics, Values, and Judgment
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Coaching and Counseling
Facilitates the development of other’s knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

Managerial Courage
Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Building Effective Teams
Blends people into cohesive teams that apply their diverse skills and perspectives to achieve common goals; creates and supports strong morale and a healthy work environment.

Decision Quality
Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

Accountability
Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor’s degree in liberal arts, communications, business/public administration or related field, or an equivalent combination of education and training.
Two to four years experience in library operations, preferably Inter-Library Loan procedures, systems and policies.

Classroom and on-the-job training in inter-library loan function and in supervisory policies and procedures.

Experience in and knowledge of KCLS inter-library loan policies, procedures and systems as well needs unique to individual branch.

Experience in and considerable knowledge of KCLS programs, services and materials available to the public/patrons.

SPECIAL REQUIREMENTS

None

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to frequent. Constantly sits and occasionally will stand and walk. Will occasionally reach up to chest level with hands and arms and bend. The employee will occasionally lift/carry less than 10 pounds, seldom lift up to 35 pounds and will seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is in a normal office environment. Constant sitting, extensive PC monitor work as well as extensive close work (eyestrain) are required.

Advancement Possibilities:
Librarian series or other depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: ____________________
Director of HR