



May 13, 2021

To: Plymouth District Library Personnel Committee
From: Carol Souchock, Plymouth District Library Director
Robyn Lowenstein, HR and Business Administrator

Re: Page Supervisor Reclassification

We, with the support of the Personnel Committee, are requesting that the Page Supervisor position be reclassified so it is in alinement with the Clerk Supervisor position. The employees in these two positions work under the direction of the Technical Services Coordinator (currently Katie Page). These three positions working closely as a team to handle all aspects of ordering, processing, etc. of library materials and provide back up for each other.

With the recent posting of the Clerk Supervisor position Robyn and I, with Katie's assistance, recently analyzed the two supervisor positions and feel that they should both be Paygrade 9 positions. The scope of this position has changed over the years resulting in more responsibilities.

Both circulation and page supervisor job descriptions are very similar although they do primarily supervise two different groups of employees. They do the same amount and type of work in the backroom and at the circulation desk, and they coordinate nearly the same amount of people. The Page Supervisor is expected to troubleshoot circulation problems and answer clerk questions when needed, as well as take care of their own staff.

The scope of responsibilities for the Page Supervisor has definitely expanded to include more work with the admin team, developing policy for the library, as well as spending a portion of their time as circulation supervisor. I believe the amount of responsibility -- for our staff, our patrons, and our building -- has increased beyond anything we had previously imagined for this position over the last several years.

We are asking that the Personnel Committee recommend this change to the full board for action. Funds are available in the 2021 budget to reclassify this position and will be available in future budgets. The salary for the proposed classification is \$44,200 - \$54,100. The salary range for the existing position is \$41,100 - \$49,300. Attached you will find a proposed job description for this position with the proposed changes in red.

RESOLVED BY \_\_\_\_\_, SECONDED BY \_\_\_\_\_, TO RECLASSIFY THE PAGE SUPERVISOR POSITION TO GRADE 9.
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**TITLE:** Page Supervisor

**REPORTS TO:** Technical Services Coordinator

**FLSA STATUS:** Non-Exempt

**PAY GRADE:** 9

**JOB SUMMARY:** Supervises page activities and the library pages. Performs public service at circulation desk, and technical services tasks such as ordering, cataloging, and processing library materials.

**SUPERVISORY RESPONSIBILITIES:** Directly supervise Pages

**JOB DUTIES AND RESPONSIBILITIES:**

**ESSENTIAL JOB FUNCTIONS**

- Supervise the work of Library Pages
  - Select, train, develop, and evaluate Library Pages and recommend and carry out disciplinary action as needed
  - Schedule and assign work to maintain workflow and effective public service
- Perform direct public service at the Circulation Desk, including:
  - Charge, discharge, and renewal of library items
  - Input/update patron information on Library computer system
  - Direct library visitors to other public services as appropriate.
  - Receive fines and fees, adjusting records to reflect payment
  - Retrieve a variety of materials (books, magazines, CD's, videos) from various shelving heights.
- Resolve problems, explain policies and procedures and grant exceptions as needed.
- Perform technical and indirect public services such as: Purchasing/receiving library materials, copy cataloging, linking, ILL, keeping statistics, preparing reports.
- Perform backup supervision in the absence of the Clerk Supervisor and Technical Services Coordinator.
- Assist in the development and implementation of library policies and procedures.
- Develop and maintain familiarity and expertise with technology used by the Department.
- Stays informed of library news and events.
- Supports library strategic plan, goals, objectives and actions.
- Services as COVID supervisor and on library management team
- Perform other duties as assigned.

**REQUIREMENTS:**

- High school diploma required, college or LTA preferred.
- SirsiDynix Symphony experience preferred.
- Public library experience.
- Training and/or experience ordering/processing a variety of library materials preferred.
- Experience working with Windows-based computers, cash registers, general office

- equipment.
- Strong public service attitude.
  - Strong attention to detail.
  - Knowledge of English, spelling, and arithmetic.
  - Accuracy and skill in typing.
  - Ability and skill to adapt to changing procedures and situations.
  - Ability to solve problems, establish priorities.
  - Demonstrated ability to supervise and coordinate the work of others.
  - Ability to establish and maintain effective working relationships with co-workers, supervisors, and with the public

## KNOWLEDGE/SKILLS

1. Interpersonal Skills
  - Communicates with public in person and by phone, providing directions and answering questions while performing Circulation duties.
  - Works with other staff on individual and team basis to accomplish duties.
  - Trains/coaches others effectively.
2. Physical Abilities
  - Must be able to lift, push, and/or pull at least 20 pounds.
  - Must be able to bend and reach to retrieve library items.
  - Must be able to input computer data.
  - Must be able to discern voice and audible tones.
  - Must be able to visually review materials.
3. Language Skills
  - Reading; ability to read and understand circulation materials, instruction manuals, and computer screens.
  - Writing; ability to prepare instruction manuals, business letters, reports using prescribed format.

## WORKING CONDITIONS

- Environmental Conditions: Work is performed primarily in a public library and/or office setting. Approximately 50% of assigned time will be working with the public. Noise level quiet to medium. Temperature level is normal indoor range, year-round.
- Machines/Equipment representative, but not all-inclusive of those commonly associated with this position: Computers, cash register, keyboard devices, scanners, printers, photocopiers, FAX digital/handheld communication equipment, forms, books and media, file cabinets.
- Other conditions: Flexibility in scheduling required; this position includes regular evenings and Saturdays, and some Sundays throughout the year. Some travel may be required to attend meetings, conferences, and training