

## CIRCULATION SUPERVISOR (Regular Full-Time)

Parkgate Library: Welcoming Initiatives Department  
**JOB POSTING #20-08 | Closing Date: October 30, 2020**

North Vancouver District Public Library inspires learning, discovery, creativity and collaboration in our community. Serving almost 90,000 residents across three current locations in the District of North Vancouver, NVDPL has supported a love of reading and culture of learning and discovery for over 55 years. Our library is the destination for our growing community to connect, share, and inspire.

Reporting to the Manager of Welcoming Initiatives, the Circulation Supervisor oversees day-to-day circulation operations of the branch, ensuring that staff meet the organization's standard of service excellence in accordance with policy and procedures.

Under the direction of the Manager you will be responsible to:

- Provide leadership and guidance to circulation staff through regular coaching to support Library goals, including the provision of excellent service
- Schedule staff to ensure the consistent delivery and availability of circulation services; hire and evaluate the work of Library Pages
- Resolve more sensitive and complex circulation matters concerning patron complaints and issues related to fines, lost, missing or damaged items and membership requirements
- Work collaboratively with the Manager of Welcoming Initiatives and other Circulation Supervisors to achieve consistency in practices and procedures across the system; provide advice for improvements to circulation policies and procedures
- Provide service and assistance to the public and respond to enquiries regarding routine library operations in person or on the telephone, referring questions as appropriate
- Promote a positive workplace culture of collaboration and teamwork, inviting staff suggestions to improve service and workflows, while also gathering information from the Manager to understand the complexities involved with transforming some ideas into action
- Respond to challenging situations with good judgement and in accordance with library policies and guidelines, as well as ensure staff are prepared to confidently navigate and address difficult interactions
- Prepare monthly cash summaries, bank deposits and statistical reports
- Promote library initiatives and maintain stock of materials for public distribution, posters on display boards, and assist in the creation and restocking of displays
- Monitor the operation of department equipment, arranging for maintenance and repair as required; undertake basic troubleshooting of circulation technologies
- Communicate effectively orally and in writing with staff, vendors, contractors, members of the community and other stakeholders

Your qualifications include Completion of Grade 12, supplemented by post-secondary courses related to the work and extensive related experience including supervisory experience.

The most suitable candidates:

- are confident role models for library staff with experience coaching others to achieve service improvement
- feel energized serving members of the public from all walks of life, maintaining positivity and enthusiasm in a busy work environment with frequent interruptions
- make customer service a top priority while using good judgement and empathy when applying library policies
- view the organization as a unified team and have experience resolving interpersonal conflict
- are comfortable with uncertainty, curious to learn more and remain calm under pressure
- are highly-organized, and able to carry out job functions with flexibility, creativity and initiative.

The hourly rate for this unionized position starts at \$27.45 based on a 35-hour workweek, plus a generous benefit package. Schedule will include evenings and weekends

North Vancouver District Public Library is an equal opportunity employer, committed to creating a diverse, inclusive, barrier-free work environment. If you have a passion for connecting community, sharing knowledge, and inspiring stories, and you are interested in joining our dynamic team, then we'd like to hear from you!

**Qualified applicants are invited to apply via email only with your cover letter and resume to [libraryhr@nvdpl.ca](mailto:libraryhr@nvdpl.ca) by October 30, 2020 to be considered for this competition.**

*We thank you for your interest in employment with the North Vancouver District Public Library and advise that only those short listed for an interview will be contacted.*