Graduate Assistant
Andrew L. Bouwhuis, SJ Library

The part-time Circulation Supervisor is a member of the ALB Library staff. Under the direction of the Public Services Supervisor the Circulation Supervisor performs a variety of essential customer service and clerical functions during evening and weekend hours. The Circulation Supervisor is the customer’s first contact with the Library. They provide assistance with the operation and maintenance of the Library service desk.

Duties and Responsibilities:

- Oversees the library service desk on evenings and weekends, in coordination with the librarian on duty.
- Establishes, demonstrates, and maintains a commitment to high level customer service providing a model for support staff and undergraduate student employees.
- Interprets library policies and procedures for patrons while handling their questions or concerns in a professional and friendly manner.
- Provides circulation assistance to students, faculty, staff, alumni, and other library patrons.
- Assists with the evaluation of circulation procedures, making recommendations for improvements to service and efficiency.
- Assists with the training, and scheduling of work-study student employees on nights and weekends.
- Oversees the work of undergraduate students.
- Participates in periodic evaluation of assigned employees.
- Assists with stack maintenance to ensure accurate inventory.
- Processes funds including collection of fines and replacement fees.
- Assists with opening and closing procedures.
- Assists with library social media, monitoring and posting to accounts to increase student engagement.
- Under the guidance of the Public Services supervisor, maintains a current level of proficiency with ILS technology, Banner, and other technologies used in the library.
- Manages (retrieve, process, and maintain) items for the hold shelf.
- Exhibits a commitment to support the Canisius College and the ALB Library mission, vision, goals, and objectives.
- Other duties as assigned by the Public Services Librarian or Library Director.
Qualifications:

- Professional demeanor and ability to work effectively with various constituencies including: prospective students, current students, their families, alumni, general public, faculty, and administrators.
- Strong organizational and communication skills.
- Strong interpersonal skills: ability to work well within a team environment and independently.
- Computer proficiency with Microsoft products and the ability to learn additional programs.
- Knowledge of Banner desired.
- Supervisory experience desired.
- Bachelor’s degree and admission to the Canisius College Higher Education and Student Affairs Administration (HESAA) program required.

**Supervisor:** Kristine Kasbohm, Library Director

**Hours per Week:** 25 Hours/Week

**Compensation:** 18 Credits Tuition Waiver (6 courses)

**Start and End Date:** August 8, 2022 – May 19, 2023