Position title: Building Supervisor/Public Services Assistant
Reports to: Head of Library Systems and Information Transfer Services
Classification: Staff Associate, non-exempt
Hours: 35 hours/week year-round, 1820 budgeted hours annually

Summary Statement
Responsible for the overall control, functioning, and security of the library facility, its collections and services, and its occupants during specified hours, including evening and weekend hours. Supervises activities of student assistants staffing service desks. Provides informational and directional assistance to users. Serves as link between users and specialized library staff who are not present; makes appropriate referrals to those staff.

Characteristic duties and responsibilities
- Open, close, secure, and control use of facility.
- Execute appropriate emergency procedures in communication with library administration and Campus Security.
- Conduct hourly rounds of the building to ensure safety and security of building and its occupants; to conduct census at points during the year; offer assistance to users; and to log complaints and problems.
- Ensure that student employees are working effectively and report their performance to their supervisors.
- Assist users in accessing major library tools and equipment, e.g. online catalog, A-V equipment, photocopiers.
- Answer basic queries received in person or by phone, advise users with complex questions about when they can get assistance from appropriate other library staff.
- Keep statistics on library use; prepare reports as requested.
- Perform other duties as assigned and as dictated by the needs of users.

Qualifications
A baccalaureate degree and related job experience or an associate degree in library technology and experience working in a library. Some knowledge of general library procedures, information resources, computers, and library security concerns. Ability to work and interact effectively with diverse groups of people, including library users, faculty, and students. Ability to respond appropriately to emergency situations, maintain a proper study environment, and employ good judgment in the resolution of disputes. Excellent oral and written communications skills. A strong commitment to library services.

Other elements
Work schedule will include evenings and weekends.

Compensation
Budgeted for 1820 hours per year, monthly pay rate is $2,225 - $2,275/month to start; full-time staff associate benefits as described on the College website.

Muhlenberg College is an Equal Opportunity Employer. All employees are expected to support Muhlenberg's commitment to function as a diverse, caring, inclusive community.

6/2015