



Posting Date: August 2025

Position: Circulation Desk Supervisor

Department: Library

Hours per Week: PT, 20 hours/week

Founded in 1887, Alverno College is a four-year, Catholic liberal arts college for undergraduate women sponsored by the School Sisters of St. Francis. The college also offers a robust array of graduate and degree completion programs for women and men. Student learning and personal and professional development are the central focus of everyone in the Alverno College community. As Wisconsin's first designated Hispanic-Serving Institution, Alverno enrolls a highly diverse student body of virtually every demographic and experience. It is an institution that has revered tradition and encouraged innovation for more than 130 years.

Primary Duties and Responsibilities

*The following information is not meant to be all-inclusive.
Other duties and responsibilities may be assigned as necessary.*

The Circulation Desk Supervisor is a key member of the Alverno College Library team, responsible for overseeing the daily operations of the circulation desk, supervising and mentoring student employees, and ensuring excellent customer service to all library patrons. This position plays a critical role in implementing and maintaining library policies, supporting access to library resources, and fostering an environment that reflects the mission and values of Alverno College.

Primary Duties and Responsibilities

- Recruit, hire, train, schedule, and mentor approximately 10 library student employees.
- Approve and submit student employee timesheets in compliance with payroll deadlines.
- Oversee daily circulation desk operations, including checking materials in and out, managing holds, and assisting patrons with account inquiries.
- Troubleshoot and resolve issues with library equipment, circulation processes, and patron accounts.
- Maintain accurate usage and headcount statistics for library reporting.
- Supervise and guide student employee special projects to support library operations.
- Collaborate with the Library team to review and implement updates to policies, procedures, and workflows.
- Ensure adherence to the American Library Association Code of Ethics, including strict patron confidentiality.
- Perform other duties as assigned by the Library Director.

Knowledge, Skills, and Abilities

- Working knowledge of library circulation principles, practices, and procedures.
- Strong customer service skills and ability to interact effectively with a diverse campus community.



- Experience using integrated library systems (preferably Alma) and other library technologies.
- Excellent organizational skills with the ability to manage multiple priorities.
- Demonstrated initiative, problem-solving ability, and attention to detail.
- Ability to supervise, train, and motivate student employees.
- Commitment to confidentiality and ethical information management.

Qualifications and Education

- Previous supervisory experience, preferably in a higher education or library setting.
- Prior work experience in a library environment (academic library experience strongly preferred).
- Proficiency with integrated library systems (preferably Alma) and related library technologies.
- High school diploma or equivalent required; associate or bachelor's degree preferred.

How to Apply

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

Please attach your cover letter, resume, and list of references to the online application

In accordance with the Americans with Disabilities Act (ADA), Alverno College will provide reasonable accommodations to qualified individuals with disabilities. If you require accommodations during the application or interview process, please contact HR@alverno.edu.

Alverno College is an Equal Opportunity Employer and committed to workplace diversity