

Job Description

Circulation Supervisor

Name:		Department:	Library Operations
Pay Grade:	D	FLSA Code:	Non-exempt
Reports To:	Head of Library Operations	Typical Schedule:	Weekdays, 9AM - 5PM
Last Updated By:	Donna Dunn	Date:	9/11/2017

Job Summary

The Circulation Supervisor works closely with the Head of Library Operations to support all circulation and ILL-related activities, including materials circulation, resolving patron concerns, and implementing and monitoring policies and procedures in order to comply with the library's service standards.

This position has supervisory responsibility of the Library Associate II's and assigned volunteers within the department.

Essential Functions & Responsibilities

Primary

- Assists in hiring, training, evaluating, and payroll reporting for Library Associate II staff in the department
 - Assigns and oversees the work of Library Associate II staff
 - Coordinates and monitors the workflow of assignments to assist in determining short- and long-range staffing needs
 - Schedules staff to adequately meet patron needs
 - Conducts annual performance reviews of assigned staff
 - Works with the Head of Library Operations to address staff performance issues
- Assists staff in resolving patron issues
- Oversees patron accounts, including collection, payments, and refunds
- Oversees interlibrary loan (ILL) operations
- Responds to online questions and library card applications
- Communicates library policies, procedures, and rules to staff; monitors compliance

- Prepares and maintains department records, statistics, and reports
- Assists with creating and maintaining department procedure manual
- Contributes to goal setting for the department and institutes changes in procedures as appropriate
- Assists with budget preparations, as requested
- Maintains and orders department supplies
- Coordinates projects, as assigned
- Supervises designated volunteers
- Attends scheduled meetings and training, as required
- Maintains awareness of overall library functions, projects, and goals
- Represents the library in a positive fashion at all times

Secondary

- Participates in professional development and continuing education, as appropriate
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

Education Requirements

The minimum level of formal education required to perform this job is checked.

- | | |
|--|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> High school diploma or GED | <input type="checkbox"/> Master's Degree/MLIS |
| <input checked="" type="checkbox"/> Associate's Degree | <input type="checkbox"/> Other: |

Training, Skills, Knowledge, and/or Experience

Required

- Two (2) years of successful work experience in a library
- One (1) year of successful supervisory experience
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Ability to plan, organize, and prioritize work assignments
- Ability to work independently or as part of a team
- Ability to exercise initiative in problem-solving and refer questionable situations to the supervisor
- Excellent written and verbal communication skills

- Strong technology skills to include: Microsoft Windows and Office applications, Google Suite applications, and the internet
- Ability to adapt to evolving technology
- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

Preferred

- Knowledge of integrated library systems

Physical Requirements

	Constantly <small>($\frac{2}{3}$ or more of the time)</small>	Frequently <small>($\frac{1}{3}$ - $\frac{2}{3}$ of the time)</small>	Occasionally <small>($\frac{1}{3}$ or less of the time)</small>
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching overhead (up to 75" high)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reading/analyzing/interpreting data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing/working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.



Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.

Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.



Employee Signature

Date

