

CIRCULATION SERVICES SUPERVISOR

Position Code: 2150

WC Code: 1901

FLSA Status: Non-Exempt

Pay Grade: 350

Location: Library

Approval Date: 2022

General Statement of Duties

Performs professional level library service in the management of library circulation services. General supervision is provided by the Assistant Library Director.

Distinguishing Features of the Class

An employee in this class performs professional library work in a library division, as the team leader in that area. Employee must exercise initiative and independent judgment in managing staff who work in the circulation division. Employee must exercise considerable tact and courtesy in frequent contact with other library staff. Work requires accuracy, judgement, and initiative. Tact and diplomacy are required in dealing with the public. Work is performed under the general supervision of the Assistant Library Director and is evaluated through observation, discussions, reports, and the quality and quantity of services delivered.

Duties and Responsibilities

Organizes staff routines and activities related to circulating library materials, existing materials needing physical care or removal from the collection, and any required record keeping.

Works with the Assistant Director and other appropriate library staff to monitor adherence to policies, provides recommendations on expenditures related to the circulation division.

Monitors status of supplies for the circulation services.

Reviews professional publications to stay abreast of trends in public library service.

Trains, mentors, and evaluates circulation services division staff under the direction of the Assistant Director and Director.

Works alongside staff to deliver consistently high levels of customer service and maintain accuracy of the patron database.

Coordinates, supervises, and prepares schedules for full-time and part-time circulation staff.

Trains staff in job duties, including safety procedures and communicates staff expectations.

Meets with Manager frequently to solve problems, set priorities and deadlines; and provides information and receives guidance concerning performance issues of subordinate staff.

Participates in the activities of professional library organizations.

Performs other duties, as necessary.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

General knowledge of library systems.

Ability to express oneself effectively and concisely, orally and in writing.

Ability to plan and organize a workgroup within library services.

Ability to establish and maintain positive and effective working relationships with management, associates, subordinates, community groups, and the general public.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to grasp, handle, feel objects, talk, and hear. The employee is occasionally required to climb, kneel, stoop, and crouch. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard. Must be able to perform medium work exerting up to 50 pounds of force occasionally; and/or up to 20 pounds of force frequently; and/or up to 10 pounds of force constantly to move objects. Lifts and carries books and materials up to 20 pounds. Employee must be able to manually push and or pull mobile library carts in excess of 100 pounds.

Must possess the visual acuity to work independently at a service desk to maintain records, read book spines, count money, and operate a computer.

Minimum Education and Experience

Bachelor's degree and three to five years of library experience, including three years of customer service experience; or an equivalent combination of education and experience. Some supervisory experience preferred.