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CIRCULATION SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of library services staff within the Library Circulation Division; supervises, plans, and coordinates the library programs, projects, and services, including circulation operations activities and related projects; provides responsible technical assistance to a Library Division Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from a Library Division Manager. Exercises direct supervision over technical and administrative staff and volunteers.

CLASS CHARACTERISTICS

This is a full supervisory-level classification. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of circulation staff either directly or through lead workers. The incumbents are also expected to independently perform the full range of supervisory and all functions of the circulation desk. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Library Division Manager in that the latter has management responsibility for all library services, programs, projects, and activities.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; trains staff in work procedures.
- Monitors operations and activities of library services programs; recommends improvements and modifications and prepares various reports on operations and activities; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned areas; participates in the annual division budget preparation; prepares detailed cost estimates with appropriate justifications; maintains a variety of records and prepares routine reports of work performance.
- Supervises circulation operations, including circulation desk activities, shelving, and the coordination of volunteer activities within the division.
- Supervises the preparation and presentation of special programs; oversees and participates in promoting library events and programs.
- Interprets and applies library policies and procedures for patrons and staff.
- Accesses and retrieves information for library patrons and staff as requested; refers questions as appropriate.

- Reconciles cash drawers; develops and implements cash handling procedures.
- Advises and assists library patrons in the use of library services and tools.
- Provides staff assistance to a Library Division Manager; prepares and presents staff reports and other necessary correspondence for management, State agencies, committees, and other organizations; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of activities.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Acts as a liaison with other library staff in the community; attends professional meetings, workshops, and other conferences; participates on special committees.
- Stays abreast of new trends and innovations in the field of library services and related programs; researches emerging products and enhancements and their applicability to City needs.
- Serves as Person In Charge as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles, practices, and service delivery needs related to library services.
- Standard library practices and procedures, including circulation.
- Principles, techniques, and procedures in cataloging, indexing, classifying, bibliographic research, and organizing library materials.
- Recent developments, current literature, and sources of information related to library services planning and administration.
- General library materials selection standards.
- Applicable Federal, State, and local laws, codes, and regulations.
- Basic arithmetic principles and cash handling.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, select, train, motivate, and evaluate the work of staff.
- Organize, implement, and direct library services, programs, activities, and projects.
- Analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, and regulations, including City and Library policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Supervise, coordinate, direct, and implement library services and programs suited to meet the needs of the community.
- Effectively represent the division and the City in meetings with the public, various businesses, professional organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of experience in library services, including one (1) year of lead or supervisory experience. College coursework in library science is highly desirable.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.