

CIRCULATION SUPERVISOR

DEFINITION

The Circulation Supervisor ensures staff provides excellent customer service, provides effective leadership to the temporary library assistants and pages, ensures efficient circulation and re-shelving of library materials and assists the Library Director in managing the library.

DISTINGUISHING CHARACTERISTICS

This is the third level of the library paraprofessional services. This is distinguished by a Library Associate I and Library Associate II as this position may serve as a lead worker and perform the more responsible paraprofessional library work. This position is distinguished from a Library Program Manager classification in that the latter performs a variety of professional librarian responsibilities.

SUPERVISION RECEIVED

Work is performed under the direction of the Library Director.

SUPERVISION EXERCISED

Supervision of extra help library pages, library assistants and volunteers working in the circulation department.

RESPONSIBILITIES AND ESSENTIAL DUTIES

An employee in this position may be called upon to do any or all of the following essential duties:

- Organize and supervise all aspects of circulation including material check-in and check-out, shelving and Interlibrary loan services
- Interview, train, supervise and evaluate employees working in circulation.
- Be the knowledge expert and key contact for the library's Inter Library System (ILS) catalog, Link Plus and patron management software
- Schedule staff
- Provide excellent service to the public and assist patrons with public computer use, printing, copying, scanning, email, etc.
- Assist patrons in performing reference searches, selecting and locating materials, and providing reader's advisory services
- Handle patron questions, requests, suggestions, complaints and disputes in a courteous and professional manner with minimal supervision
- Maintain patron registration records
- Oversee billing for damaged and replacement items
- Adhere to the Library privacy law, with the ability to maintain confidentiality and use appropriate judgement in handling information and records

- Assist with collection development, primarily through weeding of the collection and suggestions on new titles
- Work with the Sacramento Public Library and partners on circulation affairs and concerns, including participation in circulation meetings and training sessions
- Participate in library-wide initiatives and programs
- Enforce existing Library policies and suggest edits and new policies as needed.
- Coordinate display spaces
- Maintain, edit and create process documentation as needed to support circulation functions
- Play an active role on the leadership team, including participating in regular staff meetings
- Recommend new or modified library services, programs, procedures, or collections to administration as appropriate
- Stay up to date on current and emerging trends in library services, customer service, and other industries
- Regular, predictable, consistent and timely attendance is an essential function of the position, in that employee must be present to work on facilities and equipment impacting the public's health and safety
- Other duties and special projects as assigned

QUALIFICATIONS

Knowledge of

- Knowledge of the principles, methods and practices of professional business administration and management, preferably in a library environment.
- Operation and programs of library computer applications, methods and computer equipment.
- Knowledge of library ILS software, especially Sierra or other library management software.
- Experience with Canva or similar graphic program.

Skills to:

- Understand and clearly provide information to the general public regarding library department services.
- Perform a variety of library technical and clerical work with speed and accuracy.
- Communicate clearly and effectively, both in oral and written form; understand and carry out both oral and written instructions.

Ability to:

- Ability to train and supervise the work of others. Ability to work effectively with the general public and other employees.
- Ability to address and resolve patron conflict equitably.
- Proficiency with standard business applications and software including email, web browsers, web applications, and Microsoft Word, Excel and PowerPoint.

Education and Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education

Associate's degree or higher preferred, preferably with course work in management and/or library science.

Experience:

A minimum of five (5) years working in a library setting is required; highly desirable five (5) to eight (8) years of experience working directly with patrons in a public library. A minimum of one (1) year of supervisory experience and training staff is required. Please note: Additional qualifying experience can substitute for the required education on a year-for-year basis up to four (4) years.

WORKING CONDITIONS

Majority of work is performed in a library environment and the surrounding Woodland community. Requires some evenings and weekends. Requires periodic participation and attendance at events and training.

ADA COMPLIANCE

Physical Ability: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Heavy Work: Exerting in excess of 25 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

Other Requirements:

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with objects and people.

Environmental Factors: May be subjected to odors, dusts, fumes, extreme temperatures, and work space restrictions.

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