

Stokes Brown Public Library Position Description

Job Title: Circulation Supervisor
Reports To: Library Director or Assistant Library Director
FLSA Status: Non-Exempt, Full-Time, 40 hours per week
Prepared Date: November 2017

SUMMARY

This position works under the supervision of the Library Director and is responsible for supervision of co-workers. This position also provides direct service to patrons as well as performing basic clerical circulation related tasks.

Work involves resolving patron issues; issues, receives, and circulates library books and materials; and assists patrons in using library services.

General Duties include the following. Other duties may be assigned.

- Receives oral or written instructions from Library Director.
- Supervises and assists assigned staff in performing various library activities involved in the operation of the library (includes evaluations).
- Operate, maintain, and train staff in library operations.
- Monitor, evaluate, and recommend improvements to circulation system procedures and all policies.
- Organizes work according to established procedures.
- Uses excellent customer service skills to meet customer needs and settle disputes in a professional manner in coordination with the Overdues Manager and the Assistant Director or Director.
- Performs clerical or technical tasks.
- Performs circulation and information tasks at main, reference, or children's desks, or circulation workroom.
- Greets visitors to library.
- Assists library patrons in use of library materials.
- Monitors reading and study rooms to assure suitable reading environment.
- Assists persons in applying for library membership.
- Processes membership application and issues membership card.
- Enters and retrieves member and circulation information by computer terminal in a computerized circulation system.
- Processes the loan and return of books, periodicals, audiovisual equipment, and related circulation materials.
- Sorts and shelves books, newspapers and periodicals alphanumerically according to the Dewey Decimal System.
- Computes and receives overdue fines.
- Follows prescribed routine in receiving compensation for overdue, damaged, or lost library items.
- Inspects returned books, materials and equipment for damage.
- Returns equipment to storage.
- Assists in supervising volunteers.
- Special projects as assigned.

Additional Duties

- Relieves other employees as directed by Library Director or Assistant Library Director.
- Reserves books and materials.

Qualifications Profile

- To qualify, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities. **A desirable combination** is:
 - A Master's Degree in Library Science (MLS) or progress toward an MLS and 3 years library supervisory experience.
 - Bachelor's Degree and a minimum of 5 years library supervisory experience.
- Excellent communication skills and organizational skills.
- Ability to develop short and long term development, plans, and objectives.
- Maintains knowledge of standard library principles and practices, concepts of freedom of speech, copyrights, collection development, patron confidentiality, censorship, and other library ethical issues.
- Proficiency with computers, popular library software, internet and digital communications.
- Thorough ability to establish and maintain effective working relationships with superiors, subordinates, associates, officials of other agencies, and the general public.
- Mathematical ability to handle required calculations using percentages and decimals.

License or Certificate

Not Applicable

Physical Demands

Work is performed primarily in a library environment. Duties require extended periods of standing, walking, sitting, and talking or hearing. Duties require occasional periods of climbing or balancing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Weights up to 50 pounds are encountered. Must be able to push and pull carts weighing up to 80 pounds. Vision requirements include close vision and ability to adjust focus. Must be able to do math at the algebraic level. Reading materials and verbal instructions require complex interpretation. Hazards are considered minor and controllable, but may include exposure to human error and angry/hostile humans. The noise level is usually moderate.

Employee Expectations

- Adheres to Library Policies and Procedures.
- Acts as a role model within and outside the work environment.
- Maintains a positive and respectful attitude.
- Communicates regularly with Director about library issues.
- Demonstrates flexible and efficient time management and ability to prioritize workload.
- Consistently reports to work on time prepared to perform duties of position.
- Maintains appropriate customer relations.

Note: The above tasks and responsibilities are illustrative only. The description does not include every task or responsibility.