



LIBRARY CIRCULATION SUPERVISOR

DEFINITION

Under general direction, plans, organizes, directs and supervises circulation operations for the Library; provides training to staff on system-wide circulation procedures and customer service; schedules, assigns and reviews the work of support staff in the daily operation of the department's current Integrated Library System (ILS) and circulation services at the Main Library; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff. Exercises immediate and general supervision over administrative staff.

CLASS CHARACTERISTICS

This is the full supervisory-level classification. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of lower-level library circulation staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Supervises and directs library circulation staff in both circulation desk activities and computer system use and maintenance.
- Oversees the library's volunteer program, with an emphasis on oversight of circulation volunteers.
- Participates in the hiring of assigned staff, recommending selection for management approval.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action and other personnel decisions.
- Assists in developing of goals, objectives, and policies for assigned area of responsibility.
- Trains new staff in library circulation policies and procedures; assists in the development and delivery of in-service training workshops.
- Assists in developing budget requirements and goals for the circulation function; recommends capital purchases and staffing levels.
- Supervises and participates in the daily operation of the Integrated Library System (ILS), checking in and out library materials, and updating patron and item records.
- Develops procedural manuals and conducts workshops to aid in the training of new and incumbent staff members on computer and circulation processes.
- Assists patrons with questions and queries; provides information regarding library system policies and procedures, including the downloading of library materials onto their personal devices; provides a variety of direct patron services on a relief or scheduled basis.
- Calculates and collects fines and other charges for overdue, lost, or damaged materials; resolves the more difficult patron disputes that may be referred by subordinates.
- Supervises the shelving of library materials and the maintenance and appearance of public areas.
- Uses the in the ILS in the course of the work; performs minor maintenance and adjustments to equipment.
- Maintains records and prepares reports related to circulation activities.

- Attends various meetings concerning the library.
- Assists in the development of library policies and procedures; institutes and monitors staffs work activities to insure compliance with established policies and procedures.
- Performs related 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 and practices of leadership.
- General library services, organization, and functions.
- Use of computer circulation control systems, operations, practices, and equipment.
- Basic budgetary principles and practices.
- Library circulation desk policies and procedures.
- Standard office practices and procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, and coordinate the work of technical and administrative support staff.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Analyze library circulation needs and recommend appropriate solutions.
- Analyze administrative problems, evaluate alternatives, and recommend effective courses of action.
- Prepare clear, concise and complete reports, correspondence, and other written material.
- Maintain accurate records and files.
- Coordinate multiple projects.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by college-level coursework in liberal arts, or a related field and, four (4) years of paraprofessional library experience providing direct patron contact and circulation services at a level equivalent to the County's class of Library Assistant II, including one (1) year in a lead capacity.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- A Library Technology Certificate, or an associate degree in library science is desirable.

PHYSICAL DEMANDS

Must possess: mobility to work in a standard office setting and use standard office equipment, including mainframe and desktop computers; vision to read printed materials and digital displays; The standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and light-weight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work is primarily performed indoors in a library setting, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work evenings and weekends as required. Must be willing to work at various branch libraries.