



HUMAN RESOURCES

# POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

**Job Title:** **Circulation Services Supervisor**  
**Location:** Charleston Main  
**Reports To:** Assistant Director  
**Last Revision Date:** 6/24

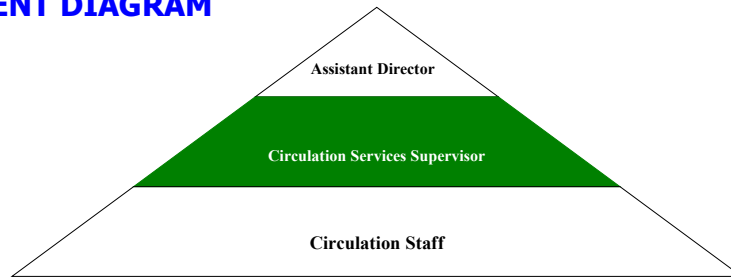
## PURPOSE

The position is responsible for the provision of circulation and other customer services at designated service points including the drive-up window, circulation desks, stack maintenance functions for the adult, teen, and tool collections; booking of public computers designated for adult use. Systemwide responsibility of applying circulation policies and procedures.

## NATURE & SCOPE

This position's primary responsibilities include supervising a large number of staff, direction of daily operations of multiple customer service points and maintenance of extensive stack areas. Responsibilities are generally diversified and complex activities which may require analysis and planning for assigned projects, and the development/proposal of new standard methods. This position will act as a resource to internal and external teams and works with little direct supervision.

## ORGANIZATION PLACEMENT DIAGRAM



## QUALIFICATION GUIDELINES

Education	Experience
<b>Essential</b>	
Bachelors Degree	Four (4) or more years of experience working public service Four (4) or more years of demonstrated experience in supervising a significant number of employees Demonstrated analytical, organizational, customer service and conflict resolution skills Considerable knowledge and use of computer programs and operations as they apply in daily workflow
<b>Preferred</b>	
MLS or MLIS from an ALA accredited institution	Two (2) or more years of experience supervising employees in a library setting Two (2) or more years of experience in a library Demonstrated skills in developing and providing staff training Knowledge or use of SIRSI or other integrated library system Experience in circulation functions at a library
<b>Ability to:</b>	

- Effectively perform the major duties and responsibilities of the position.
- Interact and communicate effectively both orally and in writing.
- Deal with the public tactfully and courteously.
- Demonstrate a service-oriented attitude with the ability to establish and maintain effective relationships with the public and staff.
- Demonstrate good judgment in making decisions in accordance with regulations and established policies.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification



HUMAN RESOURCES

## POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Demonstrate skills necessary to analyze and interpret information, establish facts, draw valid conclusions, develop and implement responsible strategies.

Demonstrate good balance of management and technical experience, leadership skills to find cost-effective, reasonable solutions to issues facing the department and library as a whole and provide mentoring to all department staff.

Possess/provide documentation of valid drivers' license and acceptable driving record.

Maintain a regular and reliable level of attendance.

Meet a flexible work schedule including evenings and weekends and be available for after-hours emergencies by phone.

## PRIMARY ACCOUNTABILITIES

Works to actively promote and meet the customer service expectations established within the department and organization. Plans, implements, evaluates, monitors and may provide customer service related to circulation, processing, stack maintenance, collection retrieval, readers advisory, and equipment and software; and takes necessary action for improvement.

Interviews, selects, evaluates, trains and supervises reporting staff following established guidelines. Ensures teamwork and commitment to excellence in providing consistent and high-quality services in compliance with standards, practices, and policies.

Acts as a resource systemwide for staff and the public on circulation functions and library policies and procedures. Resolves customer concerns and complaints.

Oversight of the circulation schedule which includes working the circulation desk regularly.

Works with the Assistant Director to develop and maintain Sunday service schedule for Main Library.

Assists patrons and staff with meeting room/study rooms reservations at Main Library.

Coordinates switchboard and mail sorting functions for Main Library.

Identifies and contacts patrons with high balance accounts.

Provides information, as necessary, on patron accounts including refunds and debt collection agency for the library as needed.

Compiles and analyzes data, prepares reports and procedures, and summarizes circulation related activities monthly or as assigned.

Develops, reviews, and monitors related budget requests and expenditures.

Supports library management policies. Participates in the development, documentation and communication of library related policies, procedures and guidelines with system wide application; as well as departmental operational policies, procedures and guidelines; and in the overall marketing of the library collections, services and programs.

Keeps abreast of technological changes and utilizes the equipment and resources available.

Participates in the development of long and short-term plans for the system.

Assists with facility and security management by participating in physical layout of services, equipment, collection and furnishings; reporting maintenance and cleaning needs; identifying and following up on safety/security issues and enforcing the Code of Patron Behavior; and responding to emergencies. May act as building lead as needed.

Identifies, researches, and resolves issues as appropriate, uses available resources to evaluate complex problems for solution; escalates as appropriate.

Supports department and system-wide event planning and execution (e.g. outreach events, Book Festival, Street Fair, Staff Development Day) and participates in system-wide meetings and teams as assigned.

Prepares and presents system-wide classes, workshops or in-service training for staff in assigned areas. (e.g. basic customer service)

Provides recommendations for additional and replacement titles as needed; and assists with evaluation and weeding of adult, young adult, and tool collections at Main Library as directed.

Carries out any other duties within the scope, spirit and purpose of the job.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification



HUMAN RESOURCES

## POSITION DESCRIPTION

We believe that each employee makes a significant contribution that should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

### ESSENTIAL ABILITIES

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, vendors, employees, and general public.

Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports, requests for proposals, specifications and related materials in both electronic and hard copy form.

Ability to regularly ascend or descend a series of stairs or several tiers of stairs frequently throughout the workday.

Ability to push a loaded book cart.

Ability to travel to and from various locations.

Ability to maintain body equilibrium to prevent falling when walking, standing, or crouching.

Ability to effectively communicate in writing and orally on job progress, personnel management, and other overall assignments and responsibilities.

Ability to interpret or work from oral or written instructions.

Ability to comprehend and sustain fundamental principles of library services, to include open access to library materials and privacy rights of patrons.

Ability to effectively gather and analyze complex data and prepare reports.

Ability to sit or stand for long periods at a time.

Ability to handle multiple projects and prioritize work.

Ability to learn and carry out the primary accountabilities of the assigned position.

*Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.*

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

This job description will be reviewed periodically as duties and responsibilities change if necessary. Essential job functions are subject to modification