

ADRIAN DISTRICT LIBRARY

JOB DESCRIPTION

SUPERVISOR OF CIRCULATION SERVICES

POSITION SUMMARY: The Supervisor of Circulation Services manages the work of circulation library clerks and library pages and is responsible for overseeing all aspects of the circulation of library materials and maintenance of patron records. This is a full-time paraprofessional position at the Senior Library Assistant/Supervisor level.

REPORTS TO: Library Director

ESSENTIAL JOB FUNCTIONS:

An employee in this position is required to perform the following essential functions with or without reasonable accommodation. These examples are not an exhaustive list of the duties which the employee may be expected to perform.

- Participates in the hiring of new library clerks and pages.
- Participates in the annual evaluation of library clerks and pages.
- Is familiar with all aspects of the library's automation system that involve the circulation module and the public access catalog.
- Assists in training of new staff in the library's policies and procedures.
- Prepares work schedules for the Circulation Desk and library pages, and revises them as necessary to cover absences.
- Oversees registration of all new patrons and maintenance of patron records.
- Responds to patron concerns regarding overdue notices, bills and other late fees; follows up with the appropriate documentation and disposition.
- Serves as the main contact for the library's collection agency.
- Oversees the supply of necessary library cards and other circulation forms.
- Compiles periodic statistics as directed.
- Assists with the creation of library displays and bibliographies.
- Assists with interlibrary loan procedures (MeLCat and RIDES).
- Provides basic assistance to library patrons and works regularly scheduled shifts at the public service desks. Locates books and materials or directs patrons to requested books and other materials throughout the library.
- Assists patrons in use of public access computers, Internet computers, photocopier, and other library equipment.
- Performs clerical support duties such as processing mailings, maintaining library shelves, copying, filing and word processing as required.
- Participates in library marketing and programming efforts as required.
- Performs other duties as required.
- Position requires regular evening and weekend assignments throughout the year.

AUTHORITY TO MAKE DECISIONS:

- Within the policies of the library, the Supervisor of Circulation Services should be able to make common sense judgments to assist library patrons. The Supervisor of Circulation Services can make decisions within the context of the library's policies relating to library confidentiality, patron service, and staff queries. Queries and problems outside these specific policies should be brought to the attention of the Library Director.
- The Supervisor of Circulation Services occasionally acts as the Librarian in Charge (LIC) and is responsible for enforcing library policies and procedures with both library patrons and staff.

SUPERVISION GIVEN AND RECEIVED: The Supervisor of Circulation Services reports to the Library Director. This position has shared responsibility for training new employees and supervising staff on duty at the Circulation Desk. The Supervisor of Circulation Services will meet at least once a week with the Library Director for the purpose of planning, clarification, and evaluation.

MINIMUM QUALIFICATIONS AND REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- High School diploma or the equivalent required; some college highly preferred.
- One year of experience working in a library; knowledge of library services, automation and general operations to effectively direct and assist the public is preferred.
- Skill in maintaining record keeping.
- Ability to coordinate multiple tasks and maintain attention to detail.
- Ability to problem-solve and establish priorities.
- Excellent communication skills in person, online, and on the telephone are expected; a respectful and positive manner in serving the public is always the highest priority.
- Ability to establish and maintain effective working relationships with associates, supervisors and especially with the public.
- Working knowledge of Microsoft Office products.
- Working knowledge of computers, Internet searching, and social networking.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends the majority of their time in a library setting with a controlled climate where they move around the library to assist patrons, stand at a counter, sit and work on a computer, and communicate by telephone, email or in person. An employee in this position is required to reach and stoop to access library materials and may be required to kneel and crawl if involved in children's activities and programs. Depending upon particular assignments, an employee may be required to travel to other locations and transport program materials. Lifting and/or carrying light to moderately heavy objects is required.