

Library Center of the Ozarks

Circulation Supervisor

Job Description

Primary Duties: The Circulation Supervisor oversees the circulation and public service functions of the library. Primary responsibilities include providing prompt and friendly service to the public at the circulation desk.

Essential Functions:

- Manage circulation staff in day-to-day operations, set weekly/monthly schedules, assign job tasks and train new employees.
- Provide direct customer service including planning for and supervising functions such as patron registration, reserves management, materials check out and check in and shelving of library materials.
- Assist patrons with reference, readers' advisory and general computer questions.
- Supervise staff in a way that maximizes work; maintain good relations with the staff; settle conflicts among supervised staff members.
- Actively participate in decisions regarding hiring, promotion, evaluation, and retention of employees.
- Tabulate daily collections and prepare bank deposits.
- Evaluate library services and make recommendations for improvement and suggestions for new services, policies, and procedures.
- Deal with patron complaints and problems patiently, decisively and within the set policies and procedures of the library.
- Assist in maintenance, implementation and development of the library's automation system and network.
- Organize and maintain all departmental supplies and equipment.
- Generate routine circulation reports and other reports as need.
- Develop and maintain procedure manuals related to the department.
- Responsible for performing opening and closing procedures of the library.
- May assume responsibility for the library in the absence of Director.

Knowledge:

- Knowledge of and commitment to excellent customer service principles and practices.

- A working knowledge of the library's services and collections.
- A working knowledge of computers is required.
- A working knowledge of cash handling procedures
- Knowledge of ALA principles and guidelines as they pertain to censorship and confidentiality.

Skills:

- Ability to learn and operate library automated system with high degree of efficiency.
- Ability to exercise initiative, leadership, and independent judgment.
- Ability to organize work, set priorities, use time effectively and meet deadlines.
- Ability to multi-task and work with frequent interruptions.
- Ability to interact with people of varying personalities and ages in a variety of situations.
- Ability to analyze and creatively solve problems and resolve disputes and grievances.
- Supervising staff, delegating tasks and authority, and coaching to improve staff performance.
- Establishing and maintaining cooperative working relationships with co-workers
- Entering and retrieving data in automated records management systems.
- Communicating effectively verbally and in writing.
- Flexible, adaptable, and able to flourish in a changing environment.
- Cross-training to perform other duties and responsibilities is required.

Education and Experience:

- Bachelor's Degree is required.
- Three years of library circulation experience is required.
- Supervisory experience is required.
- Public Library experience is preferred.

Physical Demands

- Performs bending, squatting, kneeling, and reaching from floor level to a height of 6 feet.
- Displays good coordination and mobility.
- Routine lifting and handling of library materials weighing up to 30 pounds.
- Ability to stand for extended periods of time.
- Ability to perform work at a computer terminal for extended periods.

Reporting Structure

- Reports to the Library Director