

JOB TITLE: Supervisor
DEPARTMENT: Circulation Services
LOCATION: Main Library

JOB SUMMARY: The Circulation Services Supervisor performs, administers and supervises a variety of clerical and public service duties related to the circulation of materials, ensuring consistency and uniformity across both facilities. The position supervises circulation clerks, circulation clerk substitutes, circulation assistants, the Shelving Supervisor, and volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Plans, organizes and directs the operations of circulation services. Sets goals and objectives and assigns tasks to staff members. Evaluates effectiveness of the department and sets standards for staff. Of particular importance is the standard of customer service and accuracy in work product.
2. Works with library staff to ensure consistency and uniformity with the circulation of materials across both facilities.
3. Assumes supervisory responsibility for the circulation department including orientation, scheduling, supervision, evaluation, training and development of staff. Ensures that all staff is aware of and follows established library policies, procedures and work rules.
4. In conjunction with the Support Services Manager, interviews and hires department personnel.
5. Schedules staff to ensure excellent service to the public. Plans for the optimum utilization of personnel and works with Technical Services staff when needed.
6. Assists the Support Services Manager in preparing the Circulation Services budget; oversees and monitors the budget for the department, with segments of it covering the needs of both branches. Responsible for oversight of purchasing for the department ensuring that all established procedures are followed.
7. Responsible for the development and completion of strategic plan objectives related to the departments and system-wide services.
8. Develops and implements procedures for the circulation department. Consults with the Support Services Manager and Westacres Branch Manager to ensure consistency across facilities.

9. Suggests policies and policy revision on circulation-related issues to the Support Services Manager.
10. Responsible for MeL billing, invoices and the overseeing of MeL inter-library loan program. In doing so, works with staff designee to ensure MeL standards and procedures are being followed by staff in both buildings.
11. Responsible for proactive oversight of facility maintenance for the department, reporting issues to the Support Services Manager. Provides input to Support Services Manager on necessary changes in the department's physical layout or needed equipment and furniture that would improve or enhance the user experience and/or the department's operations.
12. Sets and chairs Circulation department meetings. Regularly attends meetings of other departments.
13. Performs circulation clerk duties, as needed.
14. Prepares and/or assigns to a designee monthly, quarterly and annual departmental and statistical reports, as well as any other reports as requested by the Director.
15. Assists the staff in dealing with problems or difficult situations with the public.
16. Responsible for daily cash and cash receipt reports.
17. Reviews and approves time card submissions.
18. Keeps abreast of current technology and methods with regard to Circulation. Makes recommendations for improvements, changes or additions to Support Services Manager as appropriate.
19. Assumes a leadership role in promoting communications and positive working conditions with peers, subordinates and supervisors.
20. Maintains positive and proactive customer service behaviors at all times and encourages all staff to do the same.
21. Other duties as assigned.

DESIRED QUALIFICATIONS:

1. Associate's Degree or equivalent certification required.
2. 2-3 years of library circulation service experience.

3. 1-2 years of supervisory experience.
4. Demonstrated ability to use computer technology within a Windows environment. Demonstrated ability to use office productivity software, such as Microsoft Word and Excel and Google Suite products.
5. Experience with integrated library system(s) and RFID system(s). Sierra/Innovative experience strongly preferred.
6. Experience in project development, implementation and evaluation.
7. Ability to work effectively with the public in a tactful, courteous manner.
8. Excellent verbal, interpersonal and written communication skills.
9. Ability to work with minimum supervision.
10. Strong organizational and time management skills.
11. Ability to exercise initiative and independent judgment.
12. Accuracy and skills in keyboarding, spelling, English, grammar and arithmetic.
13. Ability to promote and maintain effective relationships with other staff and foster a team environment.
14. Positive service attitude.
15. Valid Michigan driver's license.

PHYSICAL ACTIVITY REQUIREMENTS:

(Degree of physical demands (strength) usually associated with the essential functions of the position)

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Light Work usually requires walking and standing to a significant degree. The type of physical demands usually associated with the essential functions of this classification are: stooping, kneeling, crouching, reaching overhead and horizontally, talking, hearing and seeing.

REPORTING RELATIONSHIPS:

This position reports to the Support Services Manager.