

Library Circulation Supervisor

JOB TITLE: Library Circulation Supervisor

FLSA STATUS: Exempt

GRADE: 38

DEPARTMENT: Public Services

APPROVED DATE: 01/1998

REVISED DATE: 03/2021, 02/2022

Job Summary

Supervise assigned staff to provide effective and efficient operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone. Oversee and perform circulation and related public services in a community library or Library on Wheels and Outreach.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Oversee assigned staff in providing effective and efficient service to customers of the community library or Library on Wheels; maintains department desk schedule and employee's monthly schedule.
2. Perform circulation tasks such as charging and issuing materials to customers using the integrated library computer system; receiving and processing returned materials; returning

materials to circulating collections or other appropriate location; supporting the circulation front desk, and providing information to customers on circulation policies and procedures.

3. Provide effective direction to assigned staff including managing and supervising department staff; interviewing and selecting staff, monitoring and evaluating job performance; training and development.
4. Respond to building and customer issues to include assuring the proper operation of the community library or Library on Wheels as well as resolving customer inquiries and complaints related to circulation services.
5. Recommend and develop library procedures and process improvements.
6. Serve as part of management team helping with planning and problem-solving service issues at the community library or Library on Wheels.
7. Receive and account for cash from fees and copier charges, not applicable to Library on Wheels.
8. Library on Wheels: Drive large vehicles such as the Bookmobile and delivery vans to various outreach sites such as home visits, senior centers, and childcare facilities.

Additional Duties and Responsibilities

1. Initiate requests for repairs or maintenance when facility or equipment problems arise; works with city staff or maintenance services to resolve facility issues as needed.
2. Perform technical liaison duties including assisting customers with technology issues and diagnosing software problems as needed.
3. Assist with the daily opening and/or closing of the library and securing of the Service Center building and its office equipment as needed.
4. Prepare correspondences and reports.
5. Coordinate library volunteers as needed.
6. Train new staff as needed.
7. Attend meetings, trainings, and workshops as assigned.
8. Assist with special projects as required.
9. Perform other duties as assigned.

Supervision

This position reports to a Library Manager. The position supervises paraprofessional and clerical library staff. Position may direct work activities of a librarian assigned to the library on a part-time basis.

Knowledge, Skills, and Abilities

1. Thorough knowledge of established practices and procedures for the integrated library system.
2. Knowledge of principles of supervising and training staff.
3. Strong customer service skills.
4. Strong organization and attention to detail.
5. Library on Wheels: Thorough knowledge of general safety rules and principles and all Washington State driving regulations.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
7. Ability to work independently and to set priorities.
8. Ability to communicate effectively with diverse audiences.
9. Ability to work cooperatively and maintain effective interpersonal skills with others.
10. Ability to handle and resolve disruptive behavior effectively.
11. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, email, and internet navigation in addition to other office equipment and security systems.
12. Ability to drive and hold a valid Washington State driver's license or to arrange independently for such travel.
13. Library on Wheels: Valid driver's license from the State of Washington required.
14. First Aid/CPR certification preferred.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. Associates' degree in a related field preferred.
2. Three years customer service or other related experience required, some of which must have been in a library.

3. Supervisory or management experience required.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work of incumbents is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent must identify and organize library materials such as books, audiobooks, and DVDs based on small-print numbers and alphabetical characters on spine labels; and operate computers and other office equipment for extended periods of time. An incumbent may occasionally move objects or materials weighing up to 35 pounds. Incumbents may be required to remain stationary at one workstation for extended periods of time and move about the building at others.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

Library on Wheels: An incumbent in a mobile services unit is required to safely operate and get in and out of delivery vans and the bookmobile; access materials on carts and shelves of varying heights; and be able to communicate with customers in conditions with background noise, or with customers unable to produce normally audible speech.

Incumbents may travel to various sites in all kinds of weather and traffic conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.