

MUKWONAGO COMMUNITY LIBRARY

Circulation Supervisor Job Description

Approved: 17 May 2018

POSITION:

- a. **Job Title:** Circulation Supervisor
- b. **Under Direct Supervision of:** Library Director
- c. **Supervises:** Circulation Clerks and Library Shelves
- d. **Schedule:** Part-time with 30 hours per week including morning, afternoon, evening and weekend hours. Schedule is subject to change from week to week and the candidate must have maximum flexibility to be able to fill in for absences.
- e. **Salary:** \$18.23 - 21.87 (pursuant to the Library Board of Trustees salary plan)
- f. **Benefits:** This position comes with limited, prorated benefits. Refer to the Village of Mukwonago Employee Handbook for more details.
- g. **FLSA Status:** Non-Exempt

GENERAL POSITION SUMMARY:

Working directly under the supervision of the Library Director, this position is responsible for overseeing entire circulation activities including, but not limited to; supervising and assigning job tasks to staff, analyzing and evaluating workflow and processes to increase departmental efficiency, promoting cross-training within the department in a team-building environment. Performs other related duties as assigned.

DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:

- Responsible for mentoring as a Department Manager and, as a member of the library's management team, takes a leadership role in modeling and promoting the library's value within the division.
- Manages and performs all circulation responsibilities.
- Implements circulation standard operating procedures and library policies. Assures that circulation operations are consistent with the library's policies, procedures, philosophies, and mission.
- Maintains routine communication and coordination with the Library Director.
- Communicates effectively within the department to highlight circulation issues.
- Establishes priority of work tasks for circulation staff.
- Supervises the circulation of the library's collection of a wide-variety of materials.
- Oversees and manages the enrollment of new library patrons; conducting regular recordkeeping to ensure accuracy and correctness.
- Regularly maintains, updates and purges patron records.
- Provides book, media, information and programming information to new and current patrons.
- Runs and processes overdue billing notices.
- Supervises the receiving and recording of overdue fines and other fees.
- Runs and processes, daily, weekly, and monthly reports.

Approved: 17 May 2018

Page 1 of 4

- Oversees the incoming and outgoing materials, as well as procedures, for the daily system van delivery.
- Inspects damaged materials, including books and equipment. Assess associated fines and fees for lost or damaged materials.
- Identifies cataloging errors and refers materials to Technical Services.
- Maintains performance and repair of circulation equipment and recommends equipment improvements.
- Demonstrates collaborative, team-oriented leadership and supervisory methods through modeling, developing and maintaining excellent customer service.
- Ensures that quality control and productivity management goals are being met.
- Acts as a liaison to the Bridges Library System in relation to Circulation matters.
- Utilizes library client/server software with integrated cataloging, serials and circulation modules.
- Assesses workflow and processes and develops plans to improve efficiency and services as appropriate.
- May occasionally assist with reference desks shifts and provide basic reference and readers' advisory services: receives and evaluates requests for information. Searches databases to find information / place holds, advises readers regarding appropriate materials; interprets and applies library policies and procedures; instructs patrons in the use of library equipment and information technology including the online catalog, online resources, and databases.
- Performs routine clerical duties including telephone reception, opening and sorting mail, preparation of correspondence, maintenance of office file systems.
- Maintains current knowledge of materials, online databases and resources, current library trends in technology, etc.
- Attends conferences, workshops, webinars, and training sessions as part of on-going professional development.
- Provides input and assists with the development of policies and procedures to ensure optimal library operations.
- Performs human resource activities including, but not limited to, assisting the Director with screening and selecting staff members, and providing training, development and periodic and annual feedback. Clarifies performance expectations and initiates appropriate corrective action as required, including coaching, development and discipline of circulation staff.
- Attends staff and department meetings.
- Performs other job related duties as assigned. Tasks may extend to other departments within the library.

ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to establish and maintain effective working relationships with staff, other agencies and the general public.
- Ability to complete training on the library client/server software and utilize the client/server software with integrated cataloging, serials, and circulation modules.
- Ability to perform assigned tasks at a high degree of independence.

Approved: 17 May 2018

Page 2 of 4

- Ability to understand and follow oral and written instructions.
- Proven ability utilizing Microsoft Office software for data organization and review (e.g. Word, Excel).
- Ability to successfully track and manage projects.
- Attentive to detail and accuracy.
- Strong customer service, communication, and organizational skills.
- Ability to work courteously and tactfully with patrons and employees, while adhering to established privacy policies.
- Ability to work a *flexible* schedule that will include days, evenings, and weekends.
- Ability to meet schedules and time lines.
- Ability to take direction from supervisor.
- Ability to positively and effectively interact with diverse individuals to accomplish a common goal.
- Ability to physically perform the essential job functions.
- Ability to display creativity, accountability, and flexibility in implementing the library mission statement and service goals.
- Ability to keep accurate records and follow through on details.
- Excellent oral and written communication skills.
- Excellent customer service skills.
- Excellent interpersonal skills using tact, adhering to privacy policies, patience and courtesy.
- Effectively evaluate or make independent decisions based upon experience, knowledge and training.

QUALIFICATIONS AND REQUIREMENTS:

- Associate's Degree or equivalent higher education or vocational training specializing in liberal arts, or related fields. Additional related work experience may substitute for the required education.
- Minimum of two (2) years' experience in customer service with preference for library circulation responsibilities.
- Two (2) to four (4) years of management experience.
- Knowledge of library and system-wide policies and procedures for circulation and backroom operations.
- Knowledge of Dewey Decimal system and/or library experience preferred.
- Knowledge of standard office software (Microsoft Windows, Outlook, etc.)
- All applicants are subject to fingerprinting and a background check. Employment is contingent on passing those assessments.

PERSONAL ATTRIBUTES: The candidate must be detail orientated, have a high standard of customer service, be friendly and cooperative, open-minded, enthusiastic, and strive to provide excellent customer service to patrons and staff.

PHYSICAL DEMANDS/WORKING CONDITIONS:

- The physical demands described here are representatives of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, this position is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; push; pull; carry; climb; stoop; bend; stretch; kneel; talk and hear.
- Must occasionally lift or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- Regularly required to work in front of a personal computer and operate a telephone.
- Work is performed inside a typical interior/office work environment.
- Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.

Revision History

17 May 2018: Circulation Supervisor Job Description Updated and Approved