

Class Title: Circulation Supervisor
Department: Library
FLSA: Non-exempt

Class Code: 4406
Grade: 16
Eff. Date: 01/11/1998
Revised: 11/23/2015

GENERAL PURPOSE

Under the general supervision of the Branch Librarian supervises all aspects of the circulation functions at the branch level. Performs specialized and complex circulation tasks at both the branch and system levels.

EXAMPLE OF DUTIES

Supervises all aspects of the circulation functions of the branch, including but not limited to check in and check out, shelving and shelf maintenance, accounting of fine money, and registration; performs specialized and complex circulation tasks that require the use of independent judgment.

Supervises clerical positions, which include Library Clerks, Office Specialist Is, and may include library volunteers. Hires and trains employees in circulation tasks as established by the Library system. Schedules, assigns and monitors work; conducts performance appraisals in compliance with County Policies and Procedures and practices. Documents performance issues in a timely and appropriate manner, and properly refers employees for disciplinary action in accordance with County Policies and Procedures.

Articulates library policy to patrons and provides initial interpretation of policy as needed, making exceptions as warranted based on understanding of library policies and procedures; demonstrates an understanding of library policy in order to act as a resource and trainer for circulation policies and procedures as directed by the Branch Librarian.

Directs workflow related to circulation functions including scheduling of staff, establishing of task priorities, and assignment of daily duties to ensure that essential circulation duties are accomplished; monitors accuracy of circulation tasks and suggests modifications in routines and procedures to improve efficiency.

Reviews correspondence and reports related to circulation functions; determines information to be extracted for further use, sharing this information with staff in an appropriate format; maintains records and files at the branch level and ensures reports are completed in a timely manner; updates the circulation procedures manual as changes/additions are instituted.

Supervises handling of monies collected from fines and fees accurately applying knowledge of library policy about fines; ensures copy machines and change machines are maintained and ledgers are properly balanced; ensures deposits are sent to Headquarters in accordance with the established schedule; may accept and note payments on payment plans; may negotiate or set-up payment plans with patrons at discretion of Branch Librarian.

Maintains accuracy of branches' patron registrations, forwarding completed applications to Headquarters in a timely manner. Participates with other Library supervisors and administrators in evaluating Library policies and procedures, assuring equitable and efficient application, and modifying them as necessary to increase effectiveness.

Oversees library system patron applications; maintains master file of registration forms and ensures file is accurate and accessible; maintains inventory of forms, library cards, and patron barcodes; responds to registration problems. Processes postal return notices/mail and e-mail notices; updates existing computer records and resolves incomplete or incorrect addresses. Researches patron records and prepares overdue letters; follows up on overdue letters and prepares accounts being submitted to the outside collection agency; monitors and updates information from collection agency website; updates patron records and maintains files of submissions and reports. Oversees telephone renewal program (Headquarters).

Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

1. Education and Experience:

High School graduation (or equivalent), plus the equivalent of two (2) years of full-time lead worker or supervisory work experience, plus one (1) year full-time experience in a library environment. Library experience must include the performance of routine circulation tasks. Related part-time experience may be applied toward the minimum experience requirement. An acceptable combination of education and experience may be considered. Preference given for supervisory experience in a library environment.

2. Special Qualifications:

Must pass a criminal history background investigation.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. Necessary Knowledge, Skills and Abilities.

Knowledge of: the link between general library policies, practices and procedures, and customer service in a library circulation department; automated library circulation systems; library materials and resources; supervisory principles and practices.

Must pass the Library's data entry test.

Ability to: direct the work of others in a library circulation department as part of a branch team; train clerical employees; assign, supervise and evaluate the work of clerical employees; interpret and apply library circulation policies; perform routine and detailed clerical duties related to library circulation; provide clear oral and written direction to employees; follow written and oral instructions; communicate effectively (orally and in writing); perform basic mathematical computations; establish and maintain effective working relationships with supervisors, other employees and departments, library patrons and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required



CLASS SPECIFICATION

of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***