



# CIRCULATION SUPERVISOR

## **DESCRIPTION:**

**Under the general supervision of the Library Director, the Circulation Supervisor manages all activities and personnel of the Circulation Dept.**

## **DUTIES: (include but not limited to)**

1. Manage the day by day operation of the Circulation Department (i.e. work assignments).
2. Assist the public at the Circulation Desk; serve as a model for department staff in those interactions (i.e. checking library resources in and out, registering library cards)
3. Solve patron problems relating to fees and library circulation rules
4. Maintain contact with the Illinois Heartland Library System in matters pertaining to circulation and reciprocal borrowing
5. Monitor collection of fees
6. Reconcile the daily sheets and credit card reports
7. Bill other libraries for lost and damaged materials.
8. Promote library programs and activities.
9. Monitor and coach employee performance; conduct performance appraisals in an effort to help the Library Director in the evaluations of department staff
10. Oversee the cleanliness of the Circulation Desk area, Fiction & Non-Fiction Rooms, and the Reading Room by dusting and cleaning bookshelves, tables, counters, desks and computer workstations.
11. Attend library staff meetings, conferences and events to ensure continual professional development; share information with staff
12. Participate as a member of the CRLD Management Team

## **REQUIREMENTS**

- Outstanding customer service demeanor
- Knowledge of district library practices pertaining to circulation and shelving
- Knowledge of and experience using public library technology and the Internet
- Knowledge of and interest in popular books and media
- Ability to coordinate and prioritize tasks to meet deadlines
- Provide leadership and management skills that foster teamwork, effective communication, and high morale.
- Practice and uphold approved library & personnel policies, rules, and regulations.

- Assist in the planning, implementation and evaluation of effective library services
- Excellent organizational and problem solving skills
- Ability to handle confidential and sensitive information with discretion
- Excellent interpersonal skills and public service manner for modeling customer service expectations
- Excellent English oral and written communication skills and public-speaking presentation skills
- Excellent computer, word-processing and Internet skills
- Ability to maintain a reliable schedule and regular attendance
- Flexibility to adapt to changing work situations and to vary work schedule
- Good vision and hearing
- Manual dexterity to operate computer and phone equipment
- Physical mobility: lifting up to 50 lbs, bending, stooping, reaching, pushing loaded, carts, standing and sitting for long period of time, etc
- Satisfactory criminal background check

#### **ACCEPTABLE EXPERIENCE AND TRAINING**

- Preferably a Bachelor's degree from a college or university of recognized standing
- A minimum of three years of public library experience, including supervisory experience; circulation experience highly recommended
- Experience with automated library circulation software or inventory control software
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities

**EVALUATION:** The Circulation Supervisor will be evaluated annually by the Library Director.

The Circulation Supervisor's job also includes any other duties that are requested by the Library Director or that are essential in ensuring that the Centralia Regional Library provides the best possible library service to the District and its patrons.

**Note:** This job description is not an employment contract. The Library Board of Trustees and/or its designated representative reserve the right to alter this job description at any time without notice.