



LICKING COUNTY LIBRARY

Job Description Circulation Supervisor

Department: Circulation Services
Reports To: Collection Services Manager
Job Classification: Full-Time Staff Member; 37.5 hours/week; Non-Exempt; Rate of Pay: Dependent upon qualifications; Fringe Benefit Eligible; OPERS Retirement

Job Summary: The Circulation Supervisor manages the day-to-day department operations of Circulation Services according to Library policies and procedures. The Circulation Supervisor oversees Circulation and Cargo Services Staff, according to Library policies and procedures.

Mission: *To serve our community of lifelong learners.* The Circulation Supervisor supports that mission by ensuring that the Library's Circulation Department is providing the best possible internal and external customer service at all times.

Personal & Professional Attributes: All Licking County Library employees are expected to exercise sensitivity when working with others, display common sense and good judgment, actively promote the Library to the public, uphold the highest level of confidentiality, honesty and integrity, and represent the Library in a positive and professional manner at all times.

Core Technology Competencies: All Licking County Library employees must have a demonstrated working knowledge of computer operations, standard office equipment (copiers, faxes, etc.) and must be able to perform simple searches on the Library's online catalog. In addition, all employees must be able to prepare basic documents using a word processing program and have the ability to comprehend and explain to others all Library services including those relating to e-media and e-media devices.

General Requirements: Along with the commitment and desire to provide excellent service to library customers, all Licking County Library employees must have the ability to maintain predictable and regular attendance, work a flexible schedule including daytime, evening and weekend hours, communicate, comprehend and follow Library policy and procedure and develop and maintain positive working relationships with all internal and external customers. All employees must be able to understand library wide operations, satisfactorily perform all of the responsibilities associated with a specific job title and meet the physical requirements of that same job title. All employees must have the ability to alphabetize and perform basic math operations. In addition, all employees must have the ability to work according to the priorities as established by Library Administration and/or the Library Board of Trustees and to adapt to change as necessary.

Minimum Education, Experience, and Licensing Requirements:

- High School diploma or equivalent required.
- Bachelor's degree preferred or an equivalent combination of education, experience, and training.
- Three years' library experience with an aptitude toward staff supervision, or an equivalent combination of education, experience, and training.
- Valid driver's license and access to a vehicle to provide own transportation when participating in off-site Library business and activities.
- Library Certification from the Ohio Library Council, preferred.
- Must successfully pass a background check.

Minimum Knowledge, Skills, Abilities, and Other Characteristics:

- Ability to lead, supervise, and motivate employees.
- Show enthusiasm and commitment to excellent customer service, genuine public service orientation and ability to work with all age groups and diverse populations of customers.
- Embrace innovation and experimentation with technology related tools.
- Maintain an awareness of developments in the field of public library service.
- Excellent verbal, written, and telephone skills.
- Ability to establish and maintain effective relationships with customers, staff, and the general public.
- Ability to organize and prioritize the workload of Circulation Staff.
- Ability to perform several tasks simultaneously and under pressure.
- Ability to work independently and with a team.
- Ability to perform detail-oriented duties accurately.
- Ability to operate and instruct others in operation of computer terminals and other equipment.
- Knowledge of and ability to enforce Library policies, procedures, and techniques.
- Ability to administer a budget.
- Ability to maintain confidentiality of information handled.
- Ability to recognize and respond to potential dangers to customers and staff.
- Ability to use Microsoft Office Suite and other software.
- Flexibility in scheduling in regards to lunch breaks and length of work day.
- Ability to perform the physical activities associated with this job.

Essential Duties:

- Supervise circulation and cargo services staff and perform all duties associated with the circulation of library materials (checking in/out, issuing refunds, issuing cards, distributing and collecting forms, entering information, resolving problems, accepting payments, mending, preparing magazines, withdrawing materials, sorting, packing, tagging, weeding, loading and unloading, shelf reading, typing, filing, mailing, copying, replenishing supplies, prepare department for opening and closing, select materials for relocation, repairing, assigning lockers for 24/7, etc.)
- Provide exemplary customer service to customers by answering directional and reference questions, providing reader's advisory services, locating materials, processing hold requests, and ensuring that the library is neat and orderly.
- Approve vacation schedules, and verify staff payroll time sheets.
- Delegate tasks among department staff members.
- Train staff on the ILS software.
- Participate in Library System long-range planning, goal-setting, collection development, and development and implementation of policies and procedures.
- Initiate Inter-library loan requests by verifying materials not in library consortium and placing request.
- Inter-library loan invoicing and Purchase Orders requests.
- Evaluate system-wide equipment, materials, services, programs, procedures, and recommend purchases and changes to Collection Services Manager.
- Compile information and statistics and prepare and submit reports to the Collection Services Manager.
- Participate in department staff hiring, evaluation, and train staff how to perform duties according to standardized procedures and follow and implement Library policy.
- Participate in training new hires that are going through the Onboarding Program.
- Coordinate, educate, and conduct classes and presentations for customers and staff on and off-site on library services and resources (i.e. speaker's bureau, community groups, internal staff training, etc.)
- Initiate Inter-library loan requests by verifying materials not in library consortium and placing request.
- Inform staff of Library policy and procedures, provide direction, and problem-solving.
- Ensure staff duties are performed properly and in a timely manner.
- Communicate with vendors and resolve problems.
- Monitor the behavior of Library customers.

- All other duties as needed or as assigned.

Additional Duties:

- May fill photocopier and other equipment with paper and toner, clear paper jams, and notify service company or vendor for scheduled maintenance and more involved problems.
- May attend library continuing education activities and/or represent Library at conferences and area events.
- May represent the library at community outreach events such as parades, festivals, etc.

PHYSICAL DEMANDS WORKSHEET

STRENGTH		MOBILITY		SENSORY/PERCEPTUAL	
Lifting	Yes	Throwing	No	Hearing	
Maximum Weight	40lb	Sitting	Yes	Conversation	Yes
Pushing	Yes	Standing	Yes	Sounds	Yes
Maximum Weight	300lb	Walking	Yes	Vision	
Carrying	Yes	Climbing	Yes	Far	Yes
Gripping	Yes	Stooping	Yes	Near	Yes
Pulling	Yes	Bending	Yes	Color	Yes
		Crouching	Yes	Depth	Yes
Reaching		Kneeling	Yes	Perception	
Above shoulders	Yes	Crawling	Yes	Spatial	Yes
To Floor Level	Yes	Twisting	Yes	Form	Yes
		Balancing	Yes	Feeling	Yes

WORK ENVIRONMENT				ACCESSIBILITY	
Inside Work	Yes	Traveling	Yes	Doors	Yes
Outside Work	Yes	Working Alone	Yes	Aisles	Yes
Hot/Cold	Yes	Working in a Group	Yes	Tables	Yes
Fumes	Yes	Interacting w/Public	Yes	Telephones	Yes
Hazards				Staff Room	Yes
Machines	Yes	Operate		Public Restrooms	Yes
Electrical	Yes	Equipment	Yes	Drinking Fountain	Yes
Sharp Tools	Yes	Telephone	Yes	Parking	Yes
Slippery Floors	Yes	Computer	Yes		
Congestion	Yes				
Heat/Cold	Yes				
Dust/Vapor	Yes				

Understanding & Agreement: The job description reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of any supervisor to assign, direct, or control the work of employees under her/his supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are similar kind or level of difficulty.

Revised: June 1, 2012

Board Approved: September 7, 2012

Revised: February 23, 2018

I understand and will effectively perform the duties & requirements specified in this job description.

Employee

Date