

City of Larkspur

Circulation Supervisor

DEFINITION

Under the general direction of the Library Director, the Circulation Supervisor oversees the operation of library circulation and related activities, and provides related administrative support to the operations of the Larkspur Library, a member of the MARINet Consortium.

DISTINGUISHING CHARACTERISTICS

The Circulation Supervisor is a supervisory position with key responsibilities for overseeing the work of staff performing library circulation operations. The Circulation Supervisor position is distinguished from the Library Assistant classes by the assignment of supervisory duties.

SUPERVISION RECEIVED AND EXERCISED

The Circulation Supervisor reports to the Library Director. Responsibilities include the supervision of paraprofessional and clerical library positions assigned to circulation operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES (*Include but are not limited to the following :*)

Circulation Duties:

- Supervise, train and direct the work of library employees related to circulation and use of the circulation system.
- Develop and oversee procedures for daily opening, workflow and closing of Library Circulation procedures; Monitor work flow to determine the most effective assignment of personnel.
- Keep abreast of trends and technology in circulation services. Routinely evaluate procedures and implement improvements or modifications.
- Supervise, train and direct work of library pages and library assistants in work related to circulation; coordinate the hiring and scheduling of staff related to circulation duties
- Develop and recommend circulation policies, manuals and procedures to the Director, consistent with overall library policies and customer service goals.
- Explain library circulation policies and services to the public; resolve patron problems in conformity with library procedures and policies.
- Maintain statistics and prepare reports regarding circulation activities, including MARINet recommended database maintenance tasks.
- Attend standing committees and meetings as required, including MARINet Circulation meeting and trainings.
- Participate in the work of library circulation as needed including issuing library cards and charging materials, processing returned materials, collecting fees, assisting patrons, and trouble-shooting problems related to circulation.
- Satisfy interlibrary loan requests as needed.

Administrative Duties:

- May order and maintain library supplies and equipment.
- Maintain administrative communications via email, mail and telephone.
- May prepare invoices for accounts payable and manage collection of library fines.

- Process various reports and documents, create signage, posters and patron handouts; may maintain the library's website
- Coordinate and interact with Friends of the Library and other support groups regarding programs and book donations.
- Coordinate and direct activities of Library Volunteers
- May assist in promotion of library events and programs
- May maintain library facilities
- Performs other duties as assigned, including participation in collection development and weeding, library projects, and providing coverage for other areas of the library.

REQUIREMENTS

Knowledge of:

- Knowledge of organizational policies and procedures as they relate to library operations.
- Knowledge of service needs and issues, general culture of Larkspur community
- Knowledge of current best practices in library operation methods, techniques, and quality standards
- Knowledge of standard office practices and procedures, including records management and the operations of standard office equipment.
- Knowledge of administrative and financial record keeping and report preparation
- Knowledge of customer service techniques and approaches
- Knowledge of principles and practices of staff supervision and training.
- Knowledge of computerized information systems typically used in public library applications.

Skill/Ability in:

- Ability to develop and maintain recordkeeping systems and procedures; and to gather data, compile information, and prepare reports
- Ability to represent Larkspur Library at MARINet group meetings and in public meetings
- Skill in identifying and obtaining library resources
- Ability to oversee, lead and train volunteers and circulation staff
- Ability to establish and maintain cooperative working relationships
- Ability to organize own work and the work of others, setting priorities and meeting critical deadlines
- Skill in analyzing information logically and creatively to identify problems, draw valid conclusions, and develop effective solutions to customer service problems
- Skill in interpreting, applying and explaining library policies, procedures and transactions.
- Skill in exercising sound independent judgment
- Knowledge of correct business English, including spelling, grammar, punctuation and the format for business correspondence and reports.
- Ability speak and write effectively, adjusting style, method, and information as appropriate for the knowledge base of the target audience
- Proficiency in use of standard office and library software and database programs; able to learn and utilize new technology
- Ability to develop and implement circulation policies and procedures

EDUCATION AND/OR EXPERIENCE

Sufficient experience and education related to the circulation operations of public libraries to demonstrate the knowledge and skills listed and to perform the essential duties is required. A typical way of obtaining the required qualifications is:

Possession of a high school diploma and three (3) years of increasingly responsible library circulation experience which includes significant use and knowledge of automated library systems. experience in a public library is highly desirable.

PHYSICAL WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities.
- The employee will occasionally be required to climb or balance or crawl.
- While performing the duties of this job, the employee is regularly exposed to video display terminals.
- The position also requires repetitive hand movement and fine coordination in data entry and preparing reports using a computer keyboard.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Acute hearing is required when providing phone and personal service.
- The employee must regularly lift and/or move up to **15** pounds and occasionally lift and/or move up to 40 pounds.
- The employee may be exposed to dust and/or other allergens.

OTHER:

FLSA Status: Non-exempt

Bargaining Unit: Larkspur Miscellaneous Employees Association

Approved by: City Manager Dan Schwarz

Date: October 28, 2013