

CIRCULATION SUPERVISOR*Library – Circulation*

GE-17

DEFINITION

Under direction of the Library Director, directs and supervises operations of the Circulation Department, including selection, training, direction and evaluation of staff; implementing new procedures; and performing work at the circulation desk as required.

ESSENTIAL FUNCTIONS

- Supervises Circulation staff and volunteers. Participates in staff selection; responsible for staff training, daily direction, and performance review. Schedules and conducts Circulation Department meetings.
- Works in a circulation capacity, handling routine and more complex circulation tasks, problems and issues.
- Maintains and monitors patron database: performs data entry to update files, monitors on random basis to maintain accuracy of files. Pursues delinquent borrowers and registration problems primarily by phone.
- Compiles circulation records and statistics, distributes network reports, prepares monthly and annual circulation report for Director and Library Trustees. Coordinates requests for all reports from library network systems.
- Coordinates preparation and maintenance of scheduling for all Library staff.
- Participates in activities of the regional library network, particularly as they relate to circulation departments, and integrates Needham systems and policies with network requirements. Contacts central computer site and service vendor for technical assistance or service as required.
- Maintains Community Room calendar, schedules bookings, collects fees, and arranges for set-up by custodians.

OTHER DUTIES

- Maintains inventory of all office supplies; places and receives orders.
- Calls repair service for photocopiers and bill-change machine.
- Serves as backup on payroll, fine receipt processing, and banking.

MINIMUM QUALIFICATIONS**Skills, Knowledge and Abilities**

- Considerable knowledge of library procedures and facilities, of computer functions, and of the Minuteman Network system.

- Ability to provide information and assistance effectively to patrons and to maintain favorable public relations.
- Ability to supervise staff and to ensure adequate circulation coverage.
- Skill in adapting and applying new technologies as required.
- Ability to fairly and tactfully enforce library policies with patrons as required.

Education and Experience

Duties require knowledge of automated circulated systems, automated payroll systems, standard office automation, and supervisory techniques equivalent to two years of college plus 3-5 years of progressively responsible library circulation experience, including supervision.

SUPERVISORY RESPONSIBILITY

Provides supervision to Circulation Department staff of approximately 10 FTEs.

PHYSICAL ELEMENTS

- Sustained periods of standing and walking.
- Regularly uses computer keyboards requiring eye-hand coordination and finger dexterity.
- Involves travel to meetings and other communities.
- Substantial lifting of books and related library materials.
- Regular interruptions to assist citizens, library staff and vendors.
- Operates in open public areas, subject to drafts, fumes, and temperature variations.