

Circulation Supervisor

Position Description

City of Hastings
Hastings Public Library
Circulation Supervisor

25 Hours per Week

Summary

The Circulation Supervisor ensures staff provides excellent customer service, provides effective leadership to the library assistants, ensures efficient circulation and re-shelving of library materials and assists the Library Director and Assistant Director in managing the Library.

The Circulation Supervisor is an “At Will” employee.

Supervision Received

Work is performed under the direction of the Assistant Director and Library Director.

Supervision Exercised

Supervision of library assistants and volunteers working in circulation.

Responsibilities and Essential Duties

An employee in this position may be called upon to do any or all of the following essential duties:

1. Organize and supervise all aspects of circulation including material check-in and check-out, shelving and Interlibrary loan services.
2. Interview, train, supervise and evaluate employees working in circulation.
3. Be the knowledge expert and key contact for the library’s ILS catalog & patron management software (Sierra).
4. Be the knowledge expert & key contact and oversee interlibrary loans through the state MeLCat system.
5. Schedule desk staff.
6. Provide excellent service to the public and assist patrons with public computer use, printing, copying, and faxing.
7. Assist patrons in performing reference searches, selecting and locating materials, and providing reader’s advisory services.
8. Handle patron questions, requests, suggestions, complaints and disputes in a courteous and professional manner with minimal supervision.
9. Maintain patron registration records.
10. Coordinate use of meeting rooms.
11. Oversee billing for damaged and replacement items.

12. Adhere to the Library privacy law, with the ability to maintain confidentiality and use appropriate judgement in handling information and records.
13. Assist with collection development, primarily through weeding of the collection and suggestions on new titles.
14. Work with the Lakeland Library Cooperative (LLC) on circulation affairs and concerns, including participation in circulation meetings and training sessions.
15. Participate in library-wide initiatives and programs.
16. Enforce existing Library policies and suggest edits and new policies as needed.
17. Coordinate display spaces and maintain the display calendar.
18. Maintain, edit and create process documentation as needed to support circulation functions.
19. Play an active role on the leadership team, including participating in regular staff meetings.
20. Serve as manager in charge in the absence of the Director and Assistant Director.
21. Maintain and update current skills.
22. Recommend new or modified library services, programs, procedures, or collections to administration as appropriate.
23. Stay up to date on current and emerging trends in library services, customer service, and other industries
24. Other duties and special projects as assigned.

Essential Functions, Qualifications, Knowledge, Skills and Abilities for Employment

An employee in this role should have the equivalent of the following:

- Knowledge of the principles, methods and practices of professional business administration and management, preferably in a library environment.
- Ability to train and supervise the work of others.
- Ability to work effectively with the general public and other employees.
- Ability to address and resolve patron conflict equitably.
- Proficiency with standard business applications and software including email, web browsers, web applications, and Microsoft Word, Excel and PowerPoint.
- Ability to lift 40 pounds.
- Ability to push book trucks with up to 100 pounds of materials on them.

Required Skills, Education and Training

- High school diploma or GED.
- Minimum of one year of experience in library work, preferably circulation.
- Minimum of two years customer service experience.
- Ability to speak and write effectively.

Preferred Skills, Education and Training

- Associate's degree or higher preferred, preferably with course work in management and/or library science.

- Experience supervising others, preferably in a library environment.
- Knowledge of library ILS software, especially Sierra.
- Experience with Canva.

Working Conditions

- Majority of work is performed in a library environment and the surrounding Hastings community.
- Requires some evenings and weekends.
- Requires periodic participation and attendance at events and training.

The position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with position and is subject to review and change at any time in accordance with the needs of Hastings Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.