



## Circulations Services Supervisor

### ***Purpose of the role:***

Under direction, supervises, assigns, and reviews the work of paraprofessional and clerical staff responsible for providing Circulation Services section services and activities; ensures work quality and adherence to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; and performs related duties as assigned.

### ***Distinguishing Characteristics:***

The Circulation Services Supervisor assumes responsibility for supervising and overseeing the Circulation Services section within the Library. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Circulation Services Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

Circulation Services Supervisor is a full supervisory level class in the non-professional library series. The Circulation Services Supervisor is distinguished from the class of Senior Library Assistant by the amount of time the Circulation Services Supervisor is involved with the direct supervision of paraprofessional and clerical library staff as well as having overall responsibility for the section.

***The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.***

### ***Essential Duties and Responsibilities:***

- Plans, organizes, supervises, and evaluates the work of assigned paraprofessional and clerical staff in the Circulation Services section of the Library; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.

- Participates in the selection of paraprofessional and clerical Library staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Establishes schedules and methods for providing assigned Library circulation services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; recommends budgetary adjustments as necessary.
- Performs the more technical and complex tasks of the work unit.
- Oversees the circulation of library materials from shelving to check in, ensuring that materials are re-shelved promptly.
- Supervises the processing of overdue and damaged library materials; oversees phone contact with patrons and the generation of overdue notices, bills, and collection notices; receives and prepares receipts for money received; maintains legal slip filing.
- Supervises procedures to ensure specific materials are available to patrons including trapping and filling holds and searching for requested items.
- Participates in the selection and evaluation on new equipment and systems; operates and supervises the operation of a variety of equipment and computer systems related to the provision of library services and records maintenance including data entry, inquiry, collections tracking and management, and systems backup.
- Provides responsible staff assistance to management staff; oversees and participates in the preparation of a variety of records and reports; generates computer reports; performs studies and makes recommendations for improved service delivery; interprets library policy to staff and members of the public, exercising independent judgment and initiative.
- Coordinates assigned services, activities, and operations with other Library service areas; encourages and supports inter-divisional cooperation; participates on a variety of committees and groups; maintains awareness of overall Library needs and operations; represents the interests of the Circulation Services section.
- May assist patrons in locating and using library resources including catalogs, databases, and indices.
- As assigned, serves as senior staff member in charge of Library; opens and closes Library buildings; responds to patron and staff problems; makes emergency decisions as necessary.

- Performs related duties as required.

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Knowledge of:

- Principles of supervision, training, and performance evaluation.
- Terminology and basic practices related to paraprofessional work in a public library.
- Basic practices and procedures of collection management.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Library and general office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Mathematical principles.
- Principles and practices of effective customer service.

Ability to:

- Supervise, coordinate, and direct the Library's Circulation Services section.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing circulation services.
- Recommend and implement goals, objectives, policies, and procedures for providing circulation services.
- Analyze and make sound recommendations on operational issues.
- Prepare clear, concise and comprehensive correspondence, reports and other written materials including financial and statistical reports.
- Participate in the preparation and administration of assigned budget.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.
- Interpret library policies, resources, and services to staff and the public.
- Apply technical expertise in area of assignment.
- Learn new information and skills.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

***Desired  
Minimum  
Qualifications:***

***Competencies:***

- Strategic Thinker
- Customer Focused
- Accountable
- Problem Solver and Decision Maker

- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education and Experience Guidelines:**

**Education/Training:**  
Equivalent to completion of the twelfth grade supplemented by specialized or college level course work in library science.

**Experience:**  
Six years of responsible paraprofessional library experience related to area of assignment including one year of lead supervisory responsibility.

**Licenses; Certificates; Special Requirements:**  
A valid Class C California driver's license is required.

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Physical and Environmental Conditions:**

**Physical:** Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push/pull files, paper, book carts, books, and documents and material weighing in excess of 25 pounds; reach for and lift books repetitively; and operate office equipment.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

**Environment:** Standard office setting; regular interaction with co-workers and library patrons.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

*Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.*

Date Adopted: 7/5/03  
Date Revised: