

## CIRCULATION SUPERVISOR

### Definition

Professional, administrative, supervisory, and direct service work overseeing the general circulation operations for the town's library including interlibrary loan functions; all other related work, as required.

### Supervision

Works under the general direction of the Assistant Library Director.

Performs responsible library work including planning and overseeing the administration of the circulation desk; exercises considerable judgment and initiative in professional matters.

Supervises full-time and part-time library assistants, pages and volunteers.

### Job Environment

Work is performed under typical office and library conditions; work environment is moderately noisy; required to work regular library hours, which may include evening and weekend hours.

Operates computer, facsimile machine, telephone, copier, and all other standard office and library equipment including microfilm reader and cash register.

Has frequent contact with the public, town departments, other libraries, and professional organizations. Contacts are mostly in person and also by telephone and require discussing routine information, such as assisting patrons find library materials and answering various questions.

Has access to patron records.

Errors could result in lower standards of library service and inconvenience to patrons, monetary loss, and damage to buildings or equipment.

### Essential Functions

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

Manages the operations and personnel of the circulation function; supervises, trains and instructs staff and volunteers working on circulation department tasks.

Performs all work related to the adult circulation desk; opens and closes desk; checks materials in and out; performs and oversees the patron notification process with regard to reserves and overdue records; resolves a variety of problems related to equipment, patrons, etc.; registers patrons; performs data entry to enter and correct records. Keeps circulation desk supplied with materials and informs supervisor when supplies are needed. Processes and prepares reports, on a regular basis, including Old Colony Library Network generated reports. Shelves books and materials when necessary.

Assists staff with computerized circulation procedures; provides staff with information on new policies and procedures and materials of interest.

Assists patrons to find desired materials. Answers questions regarding the availability of library materials and programs offered by the library. Provides reader advisory assistance and patron assistance in the use of the on-line catalog system and book and subject area location.

Assists patrons with microfilm and photocopy machine.

*Sharon, Massachusetts  
Circulation Supervisor*

Answers questions regarding application for library cards. Assists patrons in completing applications.

Responsible for all aspects of the reserve and interlibrary loan process, including determining the patron's needs, locating and ordering the material at other libraries, and keeping detailed records of materials borrowed for library statistics. Answers patron questions regarding interlibrary loan and reserve materials.

Selects titles for purchase for the rental and leased audio book collection.

Recommends ideas and helps to develop specific procedures to improve efficiency and effectiveness of the circulation operations.

Responsible for coordinating the library's system processing for circulation functions with Old Colony Library Network.

Represents the library at regional meetings, in areas of circulation and interlibrary loan.

Prepares special exhibits and displays.

When no professional staff are on duty, responsible for opening, closing, and securing the building, following standard library procedures and taking necessary actions.

Assists with special projects and performs similar or related work as required, or as situation dictates.

### **Recommended Minimum Qualifications**

#### **Education and Experience**

Bachelor's Degree in Library Science or related liberal arts field; one year of professional library experience and experience working with the general public; or an equivalent combination of education and experience.

#### **Knowledge, Ability and Skill**

*Knowledge.* Thorough knowledge of the department's policies, procedures, and operations. Working knowledge of computerized library system.

*Ability.* Ability to relate well to the public. Ability to organize and to plan workloads and assignments of others and to supervise the work of others. Ability to set priorities and to handle multiple tasks simultaneously. Ability to be flexible and to readily adjust to changing situations and circumstances. Ability to express oneself orally and in writing.

*Skill.* Skill in all of the above listed tools and equipment. Good organizational skills and attention to details.

### **Physical Requirements**

Moderate physical effort generally required in performing functions under typical library conditions. Frequent standing, talking, and using hands and similar activity related to library work. May be required to lift and carry books weighing up to 60 pounds. Work functions involve close work with books, library materials and computers. Ability to operate a keyboard at efficient speed.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*

Sharon, Massachusetts  
Circulation Supervisor