

CIRCULATION SUPERVISOR

Job Classification: Full-Time, 40 hours/week; Exempt; Fringe Benefits; OPERS Retirement

Job Location: Primarily Ida Rupp Public Library, Port Clinton

JOB DESCRIPTION

Job Summary:

Under the general direction of the Library Director, the Circulation Supervisor performs specialized tasks related to the circulation of library materials including processing circulating materials, shelving, answering patron inquiries in person and on the phone, and handling money for fines, fees, or other services. The Circulation Supervisor is responsible for the supervision of the circulation staff, providing schedules, training, conducting performance reviews, hiring, and disciplining. Duties require supervisory skills, independent judgment, and independent action. The Circulation Supervisor interacts with the public and other staff members.

Essential Duties and Responsibilities:

- Perform general desk duties including answering telephone and directing calls, circulation of library materials, check in magazines and newspapers, holds processing, fine/fee payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage and other similar responsibilities.
- Supervise circulation clerks and assistants.
- Prepare schedules for other circulation staff.
- Check library application forms against data entry that is completed by other circulation staff.
- Compile circulation report and statistical usage and submit to the Library Director monthly.
- Fills homebound requests and coordinates delivery of homebound materials with volunteers.
- Monitors lending of mobile hotspots.
- Resolve disputes with patrons concerning overdue, lost and damaged items, directing unresolved issues to the Library Director or designee as necessary.
- Hire (with assistance from Library Director) other circulation staff.
- Train and supervise circulation staff. Train non-circulation staff to perform circulation functions.
- Provide basic reference and reader assistance as necessary.
- Supervise minor repairs on library materials.
- Lead and serve on committees as assigned by the Library Director.
- Participates in management team meetings.

Additional Duties:

- Conflict resolution concerning patron demands and behavior.
- Conducts and leads departmental meetings as needed to foster clear communication, build teamwork, and accomplish goals.
- Perform other duties as assigned.

Interaction:

Library staff, patrons, and community organizations/individuals.

Computer/Technology Skills/Equipment/Software Skills:

- Microsoft Office (Excel, Outlook, PowerPoint, and Word).
- Integrated Library System (ILS), preferably SirsiDynix Symphony Workflows.
- Integrated Library System (ILS) reporting software, preferably BLUEcloud Analytics.
- Library research interfaces such as EBSCOhost, ProQuest, etc.
- Web browsers including Google Chrome and Microsoft Edge.
- Digital Library programs such as Overdrive, Hoopla Digital, Flipster, etc.
- Public computer management software, preferably Envisionware.

Minimum Qualifications:

- High school diploma, or equivalent.
- Knowledge of library principles and practices and the ability to put them into practice.
- Prior supervisory and customer service experience necessary.
- Computer experience with standard office software, including Microsoft Office products, email, and internet usage.
- Ability to retain, follow, and recommend library policies and procedures.
- Ability to lift 30 pounds.
- Successfully pass a background check.

Highly Preferred Qualifications and Competencies:

- Bachelor's degree.
- Works hard and is energized by challenges. Seizes opportunities and acts upon them.

Supervisory/Management Responsibility:

Circulation Clerks and Assistants.

Travel Requirements:

Periodic travel to other Ida Rupp Public Library System locations, outreach events and training.

Physical Demands:

Nature of work requires an ability to effectively communicate and exchange information, collect, compile and prepare work documents operating standard business office equipment. Periodic to occasional travel by automobile is required for position responsibilities and/or training. Manual dexterity and physical ability to perform tasks. (i.e. repeated lifting, continual standing, reaching, bending, and walking).

Work Environment:

Majority of the work performed in a general office/library environment. May require availability for extended or nontraditional hours as needed to perform job duties. Requires periodic participation and attendance at related library events and training.

DISCLAIMER: The information in this summary indicates the general nature and level of work performed within this role. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.