LIBRARY CIRCULATION SUPERVISOR

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are 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 qualifications of incumbents within the position.

DEFINITION
Under direction, manage circulation division of the library including book stack maintenance, supervise division employees, manage computer operations for the maintenance and replacement of automated system equipment, and serve as a member of library management team. This class is distinguished by the high degree of automated circulation knowledge required.

IMPORTANT AND ESSENTIAL DUTIES
- Interpret and implement library policy effectively and diplomatically
- Coordinate the smooth running of the local system with offsite automated system headquarters
- Act as liaison for troubleshooting, downtime problems and system-wide circulation policy
- Recruit and train new desk staff for coverage of all open hours;
- Schedule, supervise and evaluate all division employees
- Manage circulation computer operations
- Answer difficult questions and concerns about circulation, over dues, and bills while enforcing library policy with firmness and tact
- Coordinate the circulation of all library materials, including audio visual and children’s materials
- Train library employees in the automated circulation system
- Supervise circulation desk routines, including charging out materials, discharging returned materials, issuing library cards, collecting fines and taking reserve requests
- Receive and respond to patron complains and inquiries regarding overdue material and lost or damaged books or cards
- Actively participate on the library management team.
- Gather circulation data, Analyze and produce statistical reports for the city librarian and library board
- Prepare reports for the state library and other library division as needed
- Supervise sending uncollected receipt to collection agency
- Assist in the supervision of pages
- Receive and process monies for fines, lost materials, etc.
REQUIRED QUALIFICATIONS

Knowledge of: library organization, procedures and terminology; library automated circulation systems; modern office methods; and principles and techniques of training and supervision.

Ability to: perform paraprofessional library and clerical work; provide supervision and training of staff; understand and carry out written and oral instructions as well as training and giving instructions; and understand and interpret automated library circulation system.

Skills: Ability to type at least 45 wpm with accuracy; use automated library system accurately; use calculator accurately; and use word processor with proficiency.

Education and Experience: Sufficient experience and education to perform the above qualifications. Typically, this can be accomplished through obtaining an AA degree with major course work in library science or a related field, plus three years increasingly responsible library paraprofessional experience comparable to a library assistant III in the City of Burlingame, at least one year demonstrated supervisory experience and at least two years significant automated circulation experience.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:
Ability to establish and maintain positive and cooperative relationships with library staff, citizens and those contacted in the course of work; use independent judgment and initiative remain calm when dealing with difficult situation and/or several people at the same time; handling situations with tact and firmness; and ability to stoop, bend and crouch to retrieve material and lift books weight up to 40 pounds.