

CITY OF COVINA

LIBRARY CIRCULATION SUPERVISOR

*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 qualifications of incumbents within the position.*

DEFINITION:

Under direction, supervises, evaluates and participates in the work of staff responsible for the day-to-day operation of the Circulation Department; provides training for assigned personnel; assumes responsibility for the more difficult and complex tasks; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Library Circulation Supervisor** is the supervisory level class responsible for directing and coordinating a variety of complex technical and library support services in the Library Circulation Department. The incumbent is responsible for the delivery of effective and efficient circulation desk services to the public. This classification is distinguished from the next lower classification of Library Assistant by the need for a broader and more detailed understanding of library circulation services, and the responsibility for supervising and training assigned personnel.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from the Assistant City Librarian. Exercises direct and indirect supervision over assigned library support staff and volunteers.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, assigns, schedules, reviews and participates in the work of staff involved in the circulation of a wide variety of library materials; assesses daily workflow and makes necessary assignments to ensure efficient and effective patron services; participates in the selection, motivation and evaluation of assigned staff and volunteers; monitors work activities to ensure safe work practices, work quality and accuracy; develops, implements and maintains record keeping procedures and techniques.
- Applies local laws, codes and regulations related to library services; assists in handling the more complex and difficult situations involving interpretation of regulations and operating procedures; keeps current on and implements new circulation technologies; prepares a variety of reports, including the monthly Circulation Department written and statistical reports, and the lost and damaged materials report.
- Evaluates damaged materials and assesses charges; supervises and participates in the collection of library fines and fees; coordinates collection agency referrals when necessary.

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- Participates in the development and implementation of policies and procedures; ensures appropriate training for assigned staff in all areas of work; identifies training opportunities and needs and makes recommendations to department management.
- Develops schedules and methods for performing assigned duties; maintains appropriate work records and documents; prepares statistical and analytical reports on operations as necessary.
- Responds to questions and concerns from patrons, the public, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints; provides for regular communication between the Circulation Department and other library service areas; coordinates activities with other divisions and City departments.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading written and numeric information and materials. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper, boxes and book carts weighing in excess of 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Library Circulation Supervisor**. A typical way of obtaining the required qualifications is to possess four years of experience equivalent to that of a Library Assistant with the City of Covina, and successful completion of two years of college coursework in library science, business, public administration, or a related field.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Current library methods, practices, resources, equipment and terminology, including circulation procedures; public relations and customer service techniques; automated library information

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systems; methods and techniques of supervision, training and motivation; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and specialized library software; methods and techniques for record keeping; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, direct and evaluate the work of subordinate staff; train, supervise and motivate subordinates in assigned areas of activity; deal effectively and tactfully with patrons and the public; operate specialized library information systems; identify problems related to circulation services and develop effective courses of action for their resolution; interpret, apply and explain library circulation policies, procedures and systems; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications, including a variety of specialized library software.