LIBRARY CIRCULATION SUPERVISOR

DEFINITION OF WORK

Employees supervise all aspects of a branch circulation department within a Community Branch in the Cumberland County library system. As circulation supervisor, employees ensure work performed by staff meets all library goals and customer service standards are maintained. Works closely with other department managers to ensure service desks are covered. Work may include other duties and responsibilities as assigned.

EXAMPLES OF WORK

Supervise all aspects of daily circulation including: checking out and in library materials, and equipment; registering customers for library accounts, request items and updates customer accounts; collects fines and fees and supervises customer disputes of fees and/or policies and procedures and refers as appropriate to the Branch Manager; supervises circulation reports; and serves as the primary contact for handling customer disputes regarding collection agency (UMS), documents action taken, refers disputes up chain-of-command as necessary, may interact with UMS customer service personnel to resolve problems, and may review and distribute weekly and monthly UMS reports to ensure customer accounts are accurate and sent to UMS and credited correctly. Employees may oversee displays; assist customers with author, title and subject searches; promote library services and programs; document statistics and submit a monthly report of department accomplishments to branch manager; may assist in collection development and maintenance; ensure the appropriate management of cash collection and deposits; and provide assistance and advice to branch staff if the Circulation Manager at the regional branch is not available and when staffing needs arise. Supervises, evaluates and schedules staff in the circulation department. Tasks may include: supervising assigned general library associates; responsible for desk schedules for entire branch (Circulation, Youth Services, and Information Services); providing reference services at Information Services and/or Youth Services desks; may oversee the supervision of volunteers; ensuring staff attend county mandated trainings; and submitting a monthly report of department accomplishments to branch manager. Employees act as a member of the community branch's management team to ensure that all functions of the branch operate effectively and efficiently; act as Person in Charge in the absence of the branch manager; and deal effectively with security issues and submits incident reports. Collaborates with circulation managers by recommending changes or updates to procedures and policy; attending quarterly Circulation Services Council meetings; and providing feedback to ensure customer service needs are being met. Ensures library collections are maintained in a neat and orderly fashion to enable library users to find materials easily.

EMPLOYMENT STANDARDS

Minimum Training & Experience Requirements: Graduation from a four-year college or university and one year of relevant public library experience or progressive customer relations experience in the public sector; or an Associate's degree in Library and Information Technology and two years of relevant public library experience; or an Associate's degree and three years of relevant public library experience or progressive customer relations experience in the public sector; or graduation from high school and five years of relevant public library experience or progressive customer relations experience in the public sector; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities: knowledge of and ability to provide basic library information services and other customer assistance; knowledge of library card registration requirements; working knowledge of library procedures, collection maintenance, library system and services; and knowledge of reader's advisory methods and sources. Ability to: communicate effectively with co-workers, subordinates and general public; express ideas effectively orally and in writing; instruct customers on the use of equipment including: photocopiers, fax, VendaCard dispenser, public computer reservation software, room reservation software and self-checkout; use computers, competently manipulate keyboard and spell accurately; operate audiovisual equipment, online public computer catalogs and navigate the Internet; initiate basic troubleshooting procedures on a variety of computers, printers, copiers and fax machines; organize work and coordinate activities; deal tactfully and courteously with the public; and train and evaluate subordinates. Ability to demonstrate proficiency in searching the online public catalog.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work is performed in an office environment. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of bending, climbing and balancing, stooping, kneeling, reaching, pushing, pulling, crouching, and crawling. Must be able to use step stools to reach materials on high shelves. Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 50 pounds occasionally and/or up to 20 pounds frequently, and/or 10 pounds constantly to move objects. Must be able to perform coordinated movements such as operating office equipment and keyboarding. Some tasks require visual perception and discrimination. Some tasks require oral communications.