

Hales Corners Library
Job Description
Circulation Services Supervisor

Reports to: Library Director

Purpose of Position: Under general administrative supervision, this position manages and supervises all circulation and registration services and activities in the library, and serves as librarian-in-charge when so designated. Work assignments are generally given with broad statements of objectives and performed with a considerable degree of independence. Work is reviewed for achievement of desired results.

Essential Functions:

1. Plans, organizes, manages and provides circulation and registration services to the public, both in-house and through community outreach programs, using the Milwaukee County Federated Library Systems (MCFLS) catalog. Maintains accuracy and completeness of the library's circulation and registration data.
2. Works with the library director to hire circulation personnel. Trains, directs and evaluates the work of all circulation personnel. Makes recommendations regarding employee discipline.
3. Creates and manages the scheduling of all circulation personnel.
4. Counts and records daily cash register receipts and photocopier receipts, prepares deposits for the Village and bank, maintains library's petty cash, maintains records of the library's copiers and public fax. Collects and keeps a record of the library staff's Sunshine Fund.
5. Manages use of the library's public bulletin boards and display areas.
6. Maintains statistical information regarding circulation, registration and long overdue material. Implements procedures for collection of materials and fines, with follow-up through the Hales Corners Police Department for delinquent patrons.
7. Manages library magazines and newspapers, including daily check-in, claiming missing issues, updating records, and discarding.
8. Serves on the Circulation Services Committee of the Milwaukee County Federated Library System (MCFLS) as the Hales Corners Library contact. In addition, serves as the Hales Corners Library contact person regarding circulation services matters. Assists in library technology planning, implementation and management
9. Advises the Library Director with regard to policies and procedures in the area of circulation and registration services; implements decisions.
10. Provides reference, reader's advisory and interlibrary loan service to the public and assists the public in the location of library materials as need arises.
11. Follows and enforces library policies and procedures. Reports all breaches of policy to the Library Director.
12. Performs other duties as assigned.

Knowledge and Abilities:

1. Ability to direct and supervise the work of others and to evaluate the work of personnel performing circulation services tasks in order to maintain prompt, efficient and friendly service to library customers.
2. Excellent interpersonal skills, with a friendly and helpful manner, and the ability to maintain and foster cooperative and courteous working relations with the public, employees and supervisor. This is a position with constant public contact, in person, by telephone and by email. Maintenance of good public relations is essential.
3. Ability to maintain confidentiality of library patron information.
4. Ability to effectively present information and respond to questions from customers.
5. Ability to work independently, organize and prioritize work, respond to varied/changing work

demands and make management decisions as required.

6. Advanced knowledge of library operations, services and materials.
7. Ability to follow detailed instructions, gather statistics, analyze information and write reports.
8. Ability to type and file quickly and accurately.
9. Ability to operate library business machines properly, which may require knowledge of databases and search methods.
10. Ability to understand library policies and procedures and apply them to library operations.
11. Ability to use camera to add photographs to patron records.
12. Ability to use computer software and to manage computerized files.
13. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities and library organizations.
14. Ability to travel to meetings outside library.
15. Working knowledge of English grammar and spelling.

Physical Demands of Position: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to work in confined spaces.
2. Bending / twisting and reaching.
3. Far vision at 20 feet or further, and near vision at 20 inches or less.
4. Fingering: typing, writing, filing, sorting, shelving, and processing.
5. Handling: processing, picking up and shelving books.
6. Lifting and carrying: 50 pounds or less.
7. Pushing, pulling: objects weighing 300-400 pounds on wheels.
8. Sitting, standing, walking, climbing and stooping.
9. Talking and hearing; use of the telephone.

Mental Requirements:

1. Ability to apply technical knowledge.
2. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
3. Ability to deal with abstract and concrete variables.
4. Ability to interpret technical regulations and instructions.
5. Analytical skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
6. Communication skills: effectively communicate ideas and information both in written and oral form.
7. Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge or training, without supervision.
8. Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without the aid of a calculator.
9. Planning and organization skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
10. Problem-solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the Library Director when necessary.
11. Reading ability: effectively read and understand information contained in memos, reports, bulletins, budgets, etc.
12. Time management: set priorities in order to meet assignment deadlines.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed primarily in a library and office environment. The noise level in the work environments is usually quiet to moderate.

Equipment Used: audiovisual cleaning and repair equipment, audiovisual equipment, book truck, building systems such as heating and air conditioning and fire protection, calculator, camera, change machine, computer hardware and software, computer network equipment, copy machine, electrical equipment, fax machine, iPad, laminator, library automation system, mobile devices, other library technology equipment, paper cutter, payment kiosk, point of sale system, printers, telephone system

Job Requirement: Ability to work flexible hours, days, evenings, and weekends (Saturdays and Sundays).

Education / Experience / License / Requirements:

1. Associate's degree in library science or a bachelor's degree in a relevant area and two to three years relevant experience, or an equivalent combination of education and experience, as demonstrated by prior work experience or documented accomplishments.
2. A minimum of three years of management and supervisory responsibility in a public library preferred.
3. Computer experience required. Ability to use Innovative software and Microsoft software preferred.
4. Strong customer service orientation.
5. Possession of a valid Wisconsin driver's license.

Wages and Benefits: This is a FLSA exempt position. Wages and benefits set annually by the Library Board.

Residency: The Hales Corners Library does not have a residency requirement.

Approved by the Hales Corners Library Board January 28, 2021

The duties listed above 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.

The 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.

I have reviewed and received a copy of this job description.

(This is signed after employment.)

Supervisor

Date

Employee

Date