

CITY OF ARCADIA

CIRCULATION SERVICES SUPERVISOR

DEFINITION

Under general supervision, responsible for circulation and retrieval of Library material, and to provide responsible staff assistance to the City Librarian and Assistant City Librarians.

SUPERVISION EXERCISED:

Exercises direct supervision over technical, clerical staff and volunteers.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Supervises and performs book lending and return activities; use a computerized circulation system including checking books in and out, registering patrons, updating patron accounts, collecting fines, and creating special entries.

Manages and participates in the administration of the Circulation Services Division.

Selects, trains, schedules, assigns, and evaluates permanent and part-time personnel engaged in circulation and retrieval of library materials, fee collection and accounts receivable management and patron registration.

Receives and processes requests for book selections, search for titles and information requests as needed.

Resolves problems and respond to citizen complaints concerning patron records, Division procedures, and library policy.

Maintains a variety of records and statistics; conduct research projects as requested; prepare reports as needed.

Participates on committees, and attends workshops on Circulation issues.

Operates a variety of office machines, including standard and specialized computer systems, typewriters, and copiers.

OTHER JOB RELATED DUTIES:

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Principles of supervision, training, and performance evaluation.
- Policies, procedures, and functions of the Library and the ability to apply these.
- Principles and practices used in dealing with the public.
- Communicate clearly and concisely, both orally and in writing.
- Understand and follow verbal, written and electronic communications.
- Respond to emergency and problem situations in an effective manner.
- Deal constructively with conflict and develop effective resolutions.
- Supervise the daily balancing of cash register receipts.
- Apply modern office procedures and practices.
- Use the Dewey decimal system.

Skill to:

- Operate modern office equipment including computers.
- Type at a speed of 35 words per minute and enter data at a speed necessary for successful job performance.
- Operate a variety of specialty equipment, such as receipt printers, audio-visual, and self check-out machines.

Ability to:

- Plan, organize, and review the work of technical, clerical, and volunteer staff.
- Provide lead supervision and training to assigned staff.
- Use computerized Library databases, including the City's computer network.
- Prepare and maintain accurate and complete records.

Respond to requests and inquiries from the general public.

Meet and deal tactfully and effectively with the public and staff.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Two years of responsible technical and / or clerical library experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, walk, kneel, crouch, stoop, squat, crawl, twist, and lift, carry, push, and pull 20-30 lbs.

Effective Date: September 2001