

WILLOUGHBY-EASTLAKE PUBLIC LIBRARY
MANAGEMENT JOB DESCRIPTIONS

JOB CLASSIFICATION: Circulation Supervisor

REPORTS TO: Library Manager

DEFINITION: This employee reports directly to the Library Manager. The incumbent oversees the daily activities of the circulation and page departments at the branch level. The incumbent is responsible for directing the circulation and page staff in consultation with the Library Manager. The incumbent also upholds Board of Trustees policies and all management decisions.

ESSENTIAL FUNCTIONS:

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service
- Assists Library Manager in job bidding process and employment interviews for circulation and page positions and assists in making hiring recommendations
- Ensures that new department employees receive orientation and training
- Maintains a positive work environment in the circulation and page departments
- Delegates assignments and monitors the work of the circulation and page staff
- Coordinates and recommends appropriate training for circulation and page staff such as PC, CLEVNET and customer service
- Provides leadership and guidance to circulation and page staff in fulfilling their responsibilities, ensures compliance with Library policies and procedures
- Identifies employee behavior that requires improvement via coaching or discipline, and administers discipline as needed
- Prepares and conducts performance appraisals of circulation and page staff
- Prepares schedules for circulation and page staff, ensures that staffing needs of the Library are maintained, and calls substitutes when needed
- Verifies and signs time sheets for circulation and page staff
- Ensures effective communication of information to all department employees, and with other departments
- Performs all duties of circulation support staff , and in addition:
 - Ensures that circulation staff provide prompt and courteous service to all in-house and remote customers
 - Answers questions from staff or customers about Library services
 - Resolves customers' problems or complaints fairly and efficiently
 - Refers problems in the CLEVNET patron database to Automation for resolution
 - Manages passport services
 - Handles problems with the security system

ADDITIONAL DUTIES

- Helps coordinate circulation staff projects
- Plans and conducts monthly circulation meetings on a rotating basis
- Attends workshops, conferences, and meetings appropriate to position
- Serves on committees as requested
- Develops in-service training sessions on topics of interest to appropriate staff throughout the system as requested
- Helps maintain a proper atmosphere in the Library
- Performs other duties as deemed appropriate or necessary by the Library Manager

QUALIFICATIONS:

High school diploma with two (2) years of experience working in a library with progressive levels of responsibility, or two (2) years demonstrated experience in supervising the work of others. PC experience required. Four (4) years of experience in workplace management including the supervision of others, or a bachelor’s degree in a management field preferred. Within one year of hire, must become a Passport Acceptance Agent. Within one year of hire, must become a notary public.

KNOWLEDGE AND ABILITIES:

Thorough knowledge of both CLEVNET circulation system and WEPL policies/circulation procedures preferred, but may be acquired after hire. Ability to learn and operate specific Library software. Excellent customer service, oral and written communication skills. Good organization skills and must be able to meet deadlines. Ability to work days, evenings and weekends as required.

EQUIPMENT AND EFFORT REQUIRED:

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to perform repetitive tasks, operate office equipment, and process library materials
- Ability to move items and materials up to 30 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required

I have read this job description and discussed it with the Library Manager.

Employee’s Signature _____ Date _____

Manager’s Signature _____ Date _____