



## **JOB DESCRIPTION**

### **Circulation Services Supervisor**

**Reports to:** Executive Director

**Job Overview:** Responsible for carrying out the Memorial Library of Nazareth and Vicinity's (MLNV's) mission and vision, the Circulation Supervisor works closely with the Executive Director in the management, supervision and administration of the library. The Circulation Supervisor is the resource person for the library's daily operations. This position assists the Director in evaluation and assessment of overall departmental functions and implementation of new service objectives in accordance with library policies and procedures and within the designated budget.

#### **Duties and Responsibilities:**

##### **Library Services Functions:**

- Provide the public with information on services, policies and procedures.
- Provide assistance to library patrons of all ages in locating various materials; explain use of automated catalog systems, databases; recommend materials to patrons using standard bibliographic sources; locate materials on the shelf; respond to and resolve patrons' inquiries, problems and complaints.
- Perform circulation desk duties; check out library materials to patrons; check in and prepare materials for return to the circulating collection; collect materials from the book deposits; register new patrons and collect overdue fines; place specific title holds.
- Coordinate maintenance of records and statistics of library holdings; prepare reports that monitor items added to and withdrawn from the collection; reconcile cataloging/inventory reports.
- Oversee the preparation of new materials for patron use; ensure proper labeling of materials for circulation.
- Plan, prepare and schedule the use of library meeting rooms; maintain yearly calendar; receive payments for room usage; provide information and assistance to users of the facilities.
- Receive time sheets and other personnel information; review information for accuracy and completeness; assist in preparing payroll information; maintain confidentiality.
- Supervises cataloging and processing of all library materials.
- Responsible for all aspects of collection development to ensure MLVN is meeting or exceeding public service goals.
- Oversees the inter-library loans process.
- Manages standing order accounts.
- Perform related duties and responsibilities as required.

**Staffing:**

- Oversees the hiring process of circulation staff and technology staff in consultation with the Executive Director.
- Responsible for the orientation and training of circulation and technology staff.
- Instructs and monitors the circulation and technology staff to ensure excellent customer service skills are employed at all times while on duty in the library. Addresses any issues regarding customer service in a timely manner.
- Enforces the policies and procedures in the MLNV Employee Handbook and takes corrective action when a staff member is not compliant.
- Responsible for circulation and technology staff performance evaluations. Schedules time with the Executive Director to review each evaluation and discuss any compensatory changes before delivering an evaluation to a staff member.
- Responsible for scheduling continuous staff coverage at the circulation desks and ensuring three staff members are in the building during operating hours at all times. Ensures timely publication of staff schedules, including timely notification of schedule changes and absences.
- Responsible for stepping in to provide coverage when there are periods of high demand, staff shortages or unexpected staff absences that negatively affect or interrupt library services.
- Assists in planning and coordinating staff recognition awards and events.
- Develops, trains and manages the volunteer program. Plans and coordinates awards and events that recognize volunteer staff hours.
- Ensures the Executive Director is aware of any staff issues, non-compliance, unacceptable behavior, etc., and recommends corrective actions up to and including termination of employment.

**Administrative:**

- Assists Director in gathering statistics for the Pennsylvania State Annual Report and other monthly reports.
- Recommend technology-related and circulation-related policies and procedures to the Executive Director.
- Participates in the long-range planning process for the circulation functions of the library, including recommending changes or improvements and new types of services and operations.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of library science.
- Routinely functions as day, evening or weekend building supervisor, having first-response responsibility for the staff, facility and public.

**Skills:**

- Thorough understanding of library principles and methods of collecting, circulating and organizing materials.
- Principles of supervision, training and performance evaluation.
- Principles and practices of budget preparation and administration.
- Detail-oriented and organized.
- Proven written and verbal communication skills.

**Skills continued:**

- Assist library patrons in response to complex library questions. Prepare clear and concise administrative reports.
- Proficient with Microsoft Office Suite or similar program, website navigation and using social media.
- Above average ability to learn and use proprietary library software. Experience using SPARK is a plus.

**Experience:** A minimum of three years' experience working in a public library and a minimum of one year of experience in a supervisory position overseeing staff and operating procedures.

**Education:** A minimum of two years of college education at an accredited institution including nine (9) credits in library science if offered as part of the curriculum. If not offered, two years of college education and an additional nine (9) credits in library science at an accredited institution. A Master's in Library and Information Science is preferred.

**Qualifications:** Must pass Pennsylvania Criminal Background Check, Pennsylvania Child Abuse History Clearance and FBI Fingerprint-based Federal Criminal History.

Physical qualifications include ability to spend long periods sitting at a desk working on a computer. Must be able to carry a minimum of five pounds of books and push carts filled with books. Must be able to safely use a step ladder to reach high shelves and bend to reach low shelves.

### **Application Process and Recruitment Schedule**

To be considered for this opportunity, please complete the Employment Application along with your responses to the Supplemental Questions below.

Applications can be found at

<https://memoriallibraryofnazareth2.app.box.com/s/uphmrh7qx5v36i02g4xoeuxjw3qx3tmp>

Please email completed applications and responses to supplemental questions to:

[mfriel@nazarethlibrary.org](mailto:mfriel@nazarethlibrary.org).

### **Supplemental Questions**

1. Please describe your experience working in and/or planning and organizing the circulation section/department of a library.
2. Please include any policies, procedures, or reports you have created and any special projects you have worked on in this area.
3. Please describe any experience supervising employees, including planning/assigning/reviewing their work, creating work schedules, providing training, and/or completing performance evaluations.