



CLASS SPECIFICATION FOR:

Library Circulation Supervisor

General Statement of Duties:

Directs the day-to-day staffing and circulation activities at an assigned location; provides first line supervision of Library Public Services Specialists and other Library staff at an assigned location; does related work as required.

Distinguishing Features of Class:

Performs paraprofessional duties managing circulation services and assigned staff. Primary duties include supervising assigned staff; responding accurately to patrons' needs and inquiries; and managing the day-to-day circulation services at one assigned library. Routinely demonstrates extensive knowledge of circulation policies and practices; operation and use of related equipment; assists patron with accounts and issue resolution; and maintains a thorough working knowledge of the principles and practices of library science. Work is performed at one assigned location with minimal direction from the supervisor and senior Library staff.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Provides first line supervision to assigned staff at one location with responsibilities for assisting with hiring/selection; providing training, coaching and feedback; approving work leave requests and timecards; setting weekend schedules and giving work assignments; handling work performance issues; completing and delivering performance appraisals; etc.;
- Meets regularly with staff at assigned location to facilitate open, accurate and up-to-date communications and collaboration;
- Recommends the selection of full-time, part-time, temporary and seasonal staff and interns;
- Uses a wide variety of library specific equipment and trains staff on proper use of equipment;
- Mentors Library Circulation Assistant Supervisors, Public Services Specialists and other paraprofessional Library staff;
- Interprets policies and procedures for assigned staff and the public and exercises discretion in resolution of questions, concerns and issues, may refer unusual and/or complex to supervisor;
- Routinely independently resolves routine, more complex and sensitive patron issues independently within prescribed guidelines with minimal oversight and keeps supervisory appropriately informed;
- Routinely assists Library staff with resolving patron issues and serves as a resource to other Library staff, and keeps supervisor appropriately informed;
- Serves on special Library committees or task force as assigned;
- May assist with budget development as assigned;
- May assist with analyzing facilities' use patterns;
- Demonstrates excellent collaboration skills with demonstrated ability to consistently cooperate and interact efficiently with colleagues and including training and cross-training to ensure coverage and staff knowledge and development;
- May assist with or perform various building responsibilities, including open and close duties or may serve as the person-in-charge of a service area or a building as needed;
- Attends all scheduled meetings and required training and maintains all required certifications;
- Enrolls in and actively participates in County sponsored leadership programs or other leadership classes as well as other identified relevant educational opportunities;
- Maintains an extensive current working knowledge of circulation policies and procedures, including best practices and related technologies and equipment, trends in circulation and populations served;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Maintains an extensive working knowledge of Library policies and procedures for circulation services; proficiently uses current ILS systems, demonstrates and instructs patrons in the use of ILS interfaces; demonstrated proficiency with collection management software, current scheduling systems, and current statistics reporting system; excellent working knowledge of public computing; excellent computer skills with a sound working knowledge of Library systems, software and a variety of other equipment (e.g. sortation equipment, debit machines, cash registers, etc.) incidental to assigned tasks; excellent attention to detail and excellent organization skills; ability to work accurately in a fast paced environment with frequent interruptions; sound math skills with ability to accurately reconcile patron accounts; general knowledge of County departments and resources; sound knowledge and understanding of the varying demographics and special needs and interests of the segment of the population served; sound political astuteness to appropriately represent the Library and County in internal and external interactions; ability to accurately and consistently interpret and apply Library and County regulations and policies to a wide variety of situations; critical thinking and



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problem solving skills with the ability to cost effectively and appropriately solve a variety of complex and sensitive issues within County and Library guidelines and requirements; ability to independently resolve sensitive and complex inquiries, and complaints, and appropriately refers unusual situations and questions to higher level Librarians and/or supervisor; excellent oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing, including concepts related to literacy; demonstrated ability to develop training and instructional materials; excellent presentation/instructional skills to facilitate programming and activities and provide one-on-one assistance; excellent public speaking and presentation skills with ability to communicate technical skills in lay terms to diverse audiences; excellent training skills with the demonstrated ability to effectively train assigned and other Library staff as needed or assigned; sound ability to research, collect and maintain data, and work with supervisor as needed to consider and weigh a variety of factors in making decisions or recommendations; excellent collaboration skills with the demonstrated ability to establish and maintain a good working relationships with Library staff and the public; excellent training skills and the ability to assist Public Services Specialists, Library Associates and volunteers; ability to accurately and systematically record and manage data and provide detailed records as assigned; physical condition that permits the activities necessary in and inherent to the activities of assigned duties which may include lifting, bending, stooping, pushing, reaching and carrying heavy materials and loaded carts and bins; sound supervisory skills with the ability to train, coach, mentor and direct the work of others including the ability to effectively manage workloads and projects and to foster and maintain high morale and engagement; ability to lead, manage and partner effectively; personal accountability including teamwork and establishing and maintaining positive relationships with the public, vendors, stakeholders and colleagues; ability to work independently with minimal direction; excellent customer service and interpersonal skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all patron populations presenting with varying skills levels and needs in order to appropriately address patrons' requests and inquiries. Must be able to positively and appropriately represent the County and Library with the public. May require the ability to work at various locations within the County. Requires ability to work a flexible schedule as needed.

Minimum Education and Experience:

Education: Relevant four-year degree; MLS degree preferred;

Experience: Three (3) years of relevant circulation or acquisitions work experience with two years of relevant supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations within the County.
- Librarian certificate from the VA Board for the Certification of Librarians preferred.