

**Mount Horeb Public Library**  
**POSITION DESCRIPTION**

**Position Title:** Circulation Supervisor  
**Job Classification:** Library Assistant IV (Pay Range 6)  
**Reports To:** Library Director  
**Date Last Updated:** July 28, 2022  
**Hours/Benefits:** Fulltime, non-exempt (40 hours per week); Benefits

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**Job Purpose:** Ensure library patrons receive consistent and accurate circulation services by successfully coordinating circulation duties and providing high-quality supervision to circulation staff.

- 1. Enrich the community by overseeing an engaging customer service driven staff and offering high-quality circulation services to the community. Ensure patrons receive high-quality circulation services.**
  - a. Train staff on general circulation desk duties including answering telephone and directing calls, circulating library materials, checking in materials, processing holds, processing fine/fee payments, processing library card applications, and other duties as needed.
  - b. Ensure Circulation Clerks and Shelves understand and represent the library's mission and vision.
  - c. Books are shelved accurately and within a reasonable amount of time.
  - d. Help patrons seeking assistance for reference, technical, and general library needs.
  - e. Resolve patron fees, refunds or other library account issues in a fair and timely manner.
- 2. Participate as an active member on the library leadership team.**
  - a. Contribute to a positive and successful leadership team by focusing on the library's mission and goals, making decisions and policies, respecting confidentiality of management decisions, and acting as a role model to other staff.
  - b. In the absence of the Library Director, assist with the building and its operation including but not limited to billing, staffing, etc.
  - c. Collaborate with library leadership to ensure staff understand and represent the library's mission and vision.
  - d. Participate in setting/changing policies and procedures for staff.
  - e. Participate in outreach by overseeing library card drives (individually and/or with other members of the team.)
  - f. Work with leadership team to develop team strengths and improve weaknesses, identify team goals, and evaluate team progress.
  - g. Join forces with the leadership team to resolve patron/staff conflict.
- 3. Participate in setting/changing policies and procedures for circulation services.**
  - a. Manages and compiles statistics during library survey weeks (4 weeks per year). Provides statistics for Annual Report.
  - b. Collaborate with Library Director to determine and implement best practices in circulation services.
  - c. Effectively manage budgeting/purchasing of supplies for patrons and staff.
  - d. Actively participate on the leadership team to ensure circulation services are aligned with other Library operations.
- 4. Circulation staff receive effective supervision and support.**
  - a. Recruit and select circulation staff and volunteers whose professional goals align with the library's.

- b. Train circulation staff and volunteers on the required policies, procedures, and guidelines required for the specific position.
  - c. Manage performance by communicating pertinent information/changes, providing timely performance feedback, collaborating with performance plans with the Director, and by completing required performance appraisals.
  - d. Develop, revise and produce work schedules that are supportive of the library's goals and objectives.
- 5. Ensure the Library has a well-circulated Adult collection that reflects and enriches the community.**
- a. Research Adult material in assigned areas and secure appropriate materials.
  - b. Organize Adult materials in assigned areas to ensure they are easily accessible to patrons.
  - c. Regularly review assigned collection areas to remove materials that no longer serve the community or are in poor quality.
- 6. Other duties as assigned.**
- a. Maintain strict customer confidentiality, privacy and freedom of information as outlined in library policy and American Library Association (ALA) recommendations.
  - b. Participate in weekly Help Desk rotations and act as floor manager at least one Saturday per month.
  - c. Provide Circulation Desk services when staffing levels are low.
  - d. Open and close the library in a timely and efficient manner.

**Minimum Knowledge, Skills, and Abilities:**

- Bachelor's degree or commensurate experience
- Two years of applicable experience coordinating circulation services
- Some supervisory experience
- Ability to learn relevant federal, state, and local laws/regulations/rules that govern library operations and Village operations
- Strong communications skills and the ability to adapt communication style to fit the situation and audience
- Strong interpersonal and communication skills with the ability to work cooperatively as part of a team
- Strong organizational and time management skills; ability to plan and coordinately work independently balancing multiple work demands in a fast-paced environment
- Strong critical thinking/analytical skills - analyze data, draw appropriate conclusions and recommend solutions
- Excellent customer service skills
- Ability to pass a background check
- Ability to handle cash effectively
- Ability to alphabetize and put items in numerical order
- Ability to learn Dewey Decimal System
- Ability to work nights and weekends on a regular basis
- Ability to exhibit integrity in work product and in interactions with clients and other staff
- Ability to hold one's self accountable for actions, successes, and failures
- Ability to successfully supervise a team and promote change within an organization
- Ability to respond to the safety needs of the library patrons and staff when required
- Ability to operate in an open, honest and forthright manner build and maintain professional relationships with a diverse population
- Ability to maintain strictest confidentiality
- Ability to effectively work both independently and cooperatively as part of a team
- Ability and willingness to be flexible in the work environment and to adapt to changing organizational needs
- Ability to travel within Wisconsin; must possess a valid U.S. driver's license and proof of personal auto liability insurance meeting Wisconsin's minimum requirement
- Ability to work beyond a 40-hour work week, including evenings meetings

- Demonstrated computer and software skills required; proficiency with Microsoft Office Suite and databases

**Physical Requirements:** Primarily active work, exerting up to 50 lbs. of force occasionally or a negligible amount frequently. Operates a computer, telephone, push cart, calculator, writing instruments.

**Physical Demands:** Usually standing, walking, carrying and pushing, typing, talking-speaking clearly, hearing-conversation, and seeing-near; sometimes sitting, occasional lifting, stooping, crouching, and kneeling.

**Work/Environment:** Moderate noise level consistent with an office environment. Some dirt, dust, and damaged library materials. May come in contact with bodily fluids.

**Personal/Physiological:** Interaction with people, working around people, holding oneself and others accountable for following policy, meeting deadlines and finishing work, planning of activities, making judgments on a regular basis, frequent changes in duties, intra-organizational and patron communication.

**Acknowledgement:**

I understand the purpose of this document is to describe the general nature and accountabilities required from an employee in this job. I understand it is not intended to serve as an inclusive list of all responsibilities, skills, or other requirements associated with this position. Lastly, I understand this job description will be used to provide training and manage my performance.

**Employee Name (printed):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_