



Job Title: Circulation Supervisor	Department: Norco, St. Rose, or Paradis Branch
Classification: LTA II, LTA III, or Library Associate	FLSA Status: Non-Exempt
Reports to: Assistant Director	Supervises: Circulation Assistants and Custodian

Primary Duties

The Circulation Supervisor is responsible for the daily operation and management of the branch. In addition to the routine tasks performed by Circulation Assistants, duties of the Circulation Supervisor include, but are not limited to:

- Assist in the interviewing, selecting, and hiring of new circulation team members for the branch.
- Supervise, schedule, and coordinate the duties of the branch circulation assistants and volunteers. Oversee the duties of the custodial staff. This includes organizing workflow and ensuring that team members understand their duties.
- Ensure team members have the skills needed to succeed by providing ongoing training and skills building opportunities for all branch circulation staff on the library's procedures, policies, services, and resources.
- Prepare and conduct performance evaluations and ensure branch staff understands expectations and goals. Monitor employee work and provide real-time constructive feedback, coaching, and counseling when necessary.
- Effectively convey and enforce all library policies and procedures for patrons and staff.
- In accordance with library policies and procedures, deal with behavioral issues that may disrupt normal use or operation of the library and assist with maintenance of building security.
- Ensure that work environment is safe, secure, and healthy by submitting timely service tickets; participating in disaster and emergency procedures; enforcing library policies for patron behavior; completing incident reports and calling police or other official assistance, when necessary.
- Maintain an attractive, inviting atmosphere in the library. This includes ensuring that buildings and technology are in proper working order by routinely examining facilities, fixtures, furniture, and equipment and submitting timely service tickets and by inspecting promotional material and displays to ensure they are current and up-to-date.
- Oversee and facilitate branch programs, activities, and local outreach events in coordination with the programming librarians/coordinators and branch staff.
- Confer regularly with the Assistant Director on topics of branch management.
- Maintain files and records of branch operation.
- Accurately prepare reports as required, including counting, reconciling, and reporting daily money received, completing time sheets, and preparing monthly reports.
- Attend training courses and undertake special training activities as directed.
- Assist in annual budget recommendations.

- Serve on system-wide library committees.
- Work cooperatively and in professional harmony with staff members, administrators, and the community.
- Follow all library policies and procedures.
- Perform other duties and assignments as required.

Education, Experience, and Training

Required:

- Minimum of two years of college or completion of the Library Support Staff Certification (LSSC) Program. Other combinations of experience and training which provides the required knowledge, skills, and abilities to perform job duties may also be considered.

Preferred:

- Bachelor's degree
- Supervisory or management experience

Knowledge, Skills, and Abilities

In addition to the knowledge, skill, and abilities required of a Circulation Assistant, this position will require:

- Excellent oral/written communication skills.
- Knowledge of library policies and procedures.
- Ability to maintain effective interpersonal relationships.
- Skilled in managing one's own time and the time of others.
- Ability to exercise sound judgment in making critical decisions and to think and act appropriately under pressure.
- Skilled in completing assignments accurately and with attention to detail.
- Ability to recognize, analyze, and solve a variety of problems.
- Skilled in monitoring/assessing the performance of self and other individuals and to effectively make improvements or take corrective action.
- Ability to foster teamwork among diverse staff.
- Knowledge of Dewey decimal system and other methods by which we arrange and access materials.
- Proficiency in using library automation system and online databases.
- Supervisory experience.

- Proficiency in the use of Microsoft Office Suite or other open source office programs, the Cloud, social media, tablets, e-readers and smartphone devices including the ability to find and download applications from app stores on multiple devices.
- Familiarity with Overdrive, Hoopla, Flipster and other library products and services.
- Experience effectively training/teaching.
- Ability to plan and organize library programs and activities.

Hours and Working Conditions:

- Regular work schedule at the St. Rose, Norco, and Paradis Branches is typically 9:30am – 6:00pm or 11:30am – 8:00pm on Mondays, 9:30am – 6:00pm Tuesday through Thursday, and 8:30am – 5:00pm on Fridays. Saturday hours are 10:00am – 2:00pm and are scheduled on a rotation. Hours are subject to change. Supervisor must be available to work rotating evenings and Saturdays.
- Must be able to lift and or transport objects weighing up to 40 pounds; push or pull carts loaded with materials weighing more than 150 pounds.
- Must be able to place books and other materials in proper alpha-numeric order on shelves at various heights, ranging from floor level up to 84” high. May need to use step stool.
- Must be able to perform jobs in areas where seating cannot be provided.
- Must be able to work in book stack areas where there is exposure to dust, newsprint, etc.