

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Circulation Supervisor**

Dept.: **Public Services**

Job Code Number: **10425**

Reports to: **Cluster Manager**

Grade Number: **15, Represented**

Effective Date: **January 2008**

FLSA Status: **Exempt**

General Position Summary:

Reports to the Cluster Manager and participates on the Cluster Management Team. Primary function is to be knowledgeable of system-wide policies and practices and to achieve consistent implementation across the cluster. Participates with the Circulation Coordinator in developing and recommending policy and procedures for circulation and backroom operations, as well as communicating them to cluster staff. Supervises the circulation staff, including substitute staff, and volunteers. May provide basic reference/reader advisory services

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Manages and performs circulation responsibilities.
2. Implements circulation standard operating procedures and system policies. Assures that circulation operations are consistent with KCLS policies, procedures, philosophies and objectives.
3. Maintains routine communication and coordination with the Circulation Coordinator. Communicates effectively within the cluster to highlight circulation issues.
4. Creates and coordinates work schedules and hiring substitutes, as required.
5. Interviews, hires and completes necessary paperwork for new hires. Assures appropriate training for new hires.
6. Conducts performance evaluations of assigned staff, writes formal evaluations, reviews with staff, clarifies performance expectations, and initiates appropriate corrective action as required, including coaching, development and discipline.
7. Works cooperatively with other cluster management staff; participates in appropriate system meetings.
8. Implements backroom workflow based on established system methods and ergonomics.
9. Performs basic reference/readers advisory functions.

Secondary Duties:

1. May serve on occasion as person-in-charge.
2. Prepares a variety of statistical reports.

3. Assists in the development of annual goals and in the preparation of the library's operating budget.
4. Attends and participates in committee meetings, workshops, and conferences.
5. Performs other related duties as assigned.

Communication:

The position is responsible for communicating across a wide range of staff and customers. It serves as a resource person for information on system-wide policies across locations and must communicate with diverse management levels. Communications regularly contain confidential/sensitive information necessitating discretion.

Initiative:

The position operates independently with minimal supervision and it experiences recurring work situations with occasional variations from the norm. This position must have ability to plan and initiate solutions for own work and that of others. The position must work with others on the development and implementation of system-wide policies and procedures and be responsible for communicating this information to other staff. The position must plan and organize staff meetings. Decisions are made within general organizational policy constraints/guidelines.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. This position has a definite influence on library operations and expense outcomes and for prudent use of time, material and labor. This position can have impact on customers and levels of service through scheduling of staff, training of staff, and managing the delivery of services. Completing a complicated multi-branch staff schedule where mistakes can impact a broad range of staff is a critical responsibility of this position. Resources under the control of the position include cash on hand, substitute staff budget and fines.

Leadership:

This position is expected to function in a strong leadership role by clearly demonstrating and acting in accordance with library values and serving as a role model for others. The position assists in the communication of the library vision, values, policies and procedures. This position provides mentoring, role modeling, and promotes KCLS values among diverse staff across a cluster. Location demographics and working conditions vary.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Associate's degree or equivalent higher education or vocational training specializing in liberal arts, or related fields. Additional related work experience may substitute for the required education.

- Minimum of five years experience in customer service with preference for library circulation responsibilities, with some supervisory experience or training. Some experience managing budgets and working with circulation systems preferred.
- Or other combination of education, experience and training that provides the required knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of public library systems, procedures, and policies particularly as they relate to a community library.
- Thorough knowledge of services, programs and materials available throughout a public library and specifically at assigned library.
- Extensive knowledge of public library staff and organizations to refer questions and concerns regarding procedures, systems, etc.
- Working knowledge of the principles of supervision including HR policies and procedures.
- Considerable knowledge of general library methods, practices, and techniques.
- Considerable knowledge of English and math.

Ability to:

- Effectively listen to other employees and patrons as part of understanding their needs and concerns.
- Manage several projects at once and adapt to changing needs.
- Use diplomacy and tact to establish and maintain positive relationships with employees, patrons and vendors.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing.
- Manage time to maximize productivity.
- Evaluate problems and find cost effective solutions.
- Speak, read, write and understand the English language.
- Communicate effectively with a diverse population including management, staff and patrons.
- Plan and initiate solutions for own work and that of others
- Train, motivate, and be a resource in a variety of challenging situations.
- Represent the concerns and issues of assigned staff to the management team.

Skill in:

- The use of computer software and hardware, e-mail systems and the Internet.
- Assessing situations/problems and logically finding solutions.
- Developing and implementing systems that are multifaceted and require attention to detail to meet system requirements and to produce efficient operations.
- Listening to, understanding and interpreting information received from employees and patrons.

- Developing and training assigned staff.
- Effectively resolving complaints from and dealing with unruly patrons.
- Participating with a team oriented approach to operations/functions.
- Setting agendas and managing meetings.

## SPECIAL REQUIREMENTS

None

## PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear, and to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds, and push/pull carts up to 150 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

## WORK ENVIRONMENT

Work is performed in a library environment. The position requires heavy lifting, extensive close work (eyestrain), extensive PC monitoring, on-call status and some travel to meetings and to the bank. There may be some exposure to angry or hostile individuals.

### Advancement Possibilities:

Other supervisory positions depending on education, training, and experience.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
HR Manager

Final: 7/31/01  
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Revised Job Title: 1-01-08