

Town of Burlington Job Description

Position: Circulation Supervisor

Department: Burlington Public Library

FLSA: Non-exempt

Reports To: Library Director/Assistant Library Director

Supervises: No supervisory responsibility

SUMMARY OF RESPONSIBILITY:

The Circulation Supervisor is responsible for organizing and executing circulation duties, training and overseeing staff members when working the Circulation Desk, shelving, reading shelves and helping with the weeding process. This position oversees all Inter-library Loan (ILL) details, materials on hold, processing and record keeping of periodicals; performs necessary secretarial and clerical duties in support of the library's administration.

Essential Functions:

- Greet patrons and visitors and provides excellent customer service and promotes library resources and programs.
- Assists patrons in using the Public Access catalog and other electronic tools and resources; assists and instructs patrons in using library services, equipment, and facilities.
- Receives payment for overdue, damaged or lost books and materials, and applies payment according to procedure.
- Assists customers in applying for a library card, and processes applications; utilizes computer hardware and software to enter and retrieve patron information.
- Performs inter-library loan tasks, checking-in and out materials, and routing deliveries of inter-library loan materials.
- Process, withdraw, repair or recondition library materials.
- Prepares incoming library materials, including searching databases and creating, modifying or transferring records.
- Prepares monthly and yearly circulation reports and performs other circulations duties as needed; including the training of new staff on Circulation Desk procedures.
- Works one night a week, more if needed, and works Saturday in rotation with staff.
- Ensures safe conditions for staff, public, and building operation. Takes appropriate action in building emergencies.

Other Functions:

- Performs special projects as needed or determined by the Director/Assistant Director.
- Performs related duties as required.

The duties listed above are intended only as illustrative 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 or a logical assignment to the position.

QUALIFICATIONS AND COMPETENCIES:

- Bachelor's degree required in a related discipline; Masters' Degree in library science from a school accredited by the American Library Association is preferred.
- Minimum of two years library experience required including Circulation Desk experience.
- Thorough knowledge of and background in various types of informational materials.
- Solid working knowledge of all MS Office suite software including Publisher is required.
- Knowledge of various technologies utilizing social media is required.
- Ability to provide welcoming and effective customer service.
- Ability to establish and maintain effective working relationships with individuals and groups, both professional and non-professional, co-workers, management personnel, patrons, the public and others.
- Ability to work in a fast-paced environment and juggle multiple priorities.
- Ability to think quickly, assess a situation and make a sound decision.
- Ability to create clear and concise written reports, and to deliver them orally.

Mental and physical requirements:

The Physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to perform continuous bending, twisting, stooping, reaching and lifting of moderate to heavy weight material up to 25 lbs. and have the ability to push book trucks with up to 150 lbs. of materials.
- Must be able to walk and sit; must be able to stand for extended periods during the shift.
- Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- Ability to keep his/her composure with the public and co-workers in everyday, stressful situations.