

**CITY OF ANAHEIM
CLASS SPECIFICATION**

TITLE CODE: O40

CLASSIFICATION: Circulation Services Supervisor

DEPARTMENT: Community Services - Library

CLASS DEFINITION: To supervise full-time supervisors and front line staff in the circulation work unit; develop and implement operating procedures for the work unit; recommend and implement circulation policies and procedures for the Library Division; assist in the preparation of the program budget and monitor and maintain revenue and expenditures; coordinate circulation service to consortium member libraries and serve as the Library's circulation representative to other public libraries in Orange County.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from Library Services Manager.

Exercises direct supervision over technical and clerical staff.

EXAMPLES OF JOB FUNCTIONS: Responsibilities and duties may include, but are not limited to, the following:

Select, train, motivate and evaluate assigned staff; provide and coordinate staff training; conduct performance evaluations and recommend and implement performance evaluation plans for employees.

Develop and implement training for circulation policies and procedures related to the Library's computerized automation system. Develop and implement circulation work procedures and forms for the Division.

Plan, develop, and schedule work tasks and shift assignments for full-time and Circulation staff.

Coordinate the organization, staffing and operational activities for Circulation Services including shelf maintenance and the daily delivery of materials to the Central Library, branch libraries, and other public libraries.

Participate in the development and implementation of goals, objectives, policies, and priorities for Circulation Services; identify resource needs; recommend and implement policies and procedures

Direct, coordinate and review the work plan for the Central Library's Circulation Services; meet with staff to identify and resolve problems; assign work activities and projects; monitor work flow; review and evaluate work products, methods, and procedures.

Identify opportunities for improving Division-wide service delivery methods and procedures; review with appropriate management staff; implement improvements.

Coordinate Division circulation services and activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Library Services Manager; prepare and present staff reports and other necessary correspondence.

Audit work unit's cash register entries and receipts, credit card transactions, and rental material revenue and inventory, and monitor entries on payment log sheets and other documents. Compile a variety of statistics and periodic reports.

Coordinate and communicate library policies and procedures with consortium member libraries and other library jurisdictions in Orange County. Consult with and advise library managers regarding circulation policies and procedures.

Assist in the preparation of annual Library Circulation Program budget. Monitor and maintain the Circulation program's annual budget expenditures. Prepare budget requests; approve budget expenditures for part-time salaries and other operating expenses; monitor expenditures from the Circulation's program supply accounts; approve requisitions for supplies.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of library science.

Maintain and monitor the automated circulation system, the inventory of equipment, and data processing activities.

Coordinate for the Library Division with a third party collection agency contracted to recover library fees and materials.

Perform related duties and responsibilities as required.

JOB RELATED QUALIFICATIONS:

Experience and Training Guidelines: Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities are as follows:

Experience: Responsible public library circulation services experience including the supervision of clerical and technical employees.

Knowledge of: Principles of supervision, training and performance evaluation, work planning and scheduling techniques; ability to work independently and make sound decisions regarding management of the Circulation section; budgeting principles and methods; basic accounting principles and practices; business math; record keeping methods; the operations of a calculator, cash register, personal computer and other office equipment.

Ability to: Write legibly; communicate effectively both orally and in writing; establish office procedures and record keeping systems; develop, understand and apply library policies and procedures to resolve difficult and complex customer service issues; effectively operate, assess and troubleshoot problems associated with the Library's automated systems; define problems and recommend effective alternatives; prepare clear, concise and easily understood narrative and statistical reports; compose memos and office procedures; work independently and make sound decisions regarding management of the Circulation section; manage and coordinate the work of technical personnel; interpret and explain library circulation services, policies and procedures to staff and the public; maintain automated circulation systems; analyze and resolve computer terminal problems; prepare clear and concise reports; ability to establish effective working relationships with those contacted in the course of work including a variety of City officials and the general public.

License/Certification Required: Valid California Driver's License to attend meetings and trainings throughout the Division, City and Public Library system in Orange County.

WORKING CONDITIONS:

Physical Conditions: Work is performed in an office environment utilizing modern office equipment and technology and may require sitting for prolonged periods of time using a computer. The incumbent stands, walks, and may twist, reach, bend, crouch and kneel. An incumbent must be able to meet the requirements of the classification and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

OTHER:

FLSA Designation: Professional Exempt

Unit Designation: Anaheim Municipal Employees Association (AMEA) – General Unit

CAREER LADDER INFORMATION: Experience gained in this classification may serve to meet qualifications in a related field.

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Document Number: CS3348.DOC
Created: 1/2009 – A. Pontrelli