

CIRCULATION SYSTEMS SUPERVISOR

Definition

Under general direction, to plan, analyze and coordinate the development and implementation of circulation systems and procedures for the County Library system, and to supervise, train and direct the circulation clerical staff and processing unit at Library Administration.

Distinguishing Characteristics

This single position class located at Library Administration has departmental and system wide responsibility for the development and implementation of circulation systems, policies, and procedures for the County Library. The Circulation Systems Supervisor differs from the Library Circulation Supervisor in that the Library Circulation Supervisor is responsible for the circulation operation of a Community Library while the Circulation Systems Supervisor is responsible for the County-wide circulation system and acts as coordinator and subject matter expert to Library Circulation Supervisors.

Typical Tasks

- Supervises, directs, and establishes priorities and public relations standards for the central circulation services and processing staff at Library Administration;
- Develops, evaluates and implements system wide circulation policies, procedures and manuals for the County Library system;
- Assists in planning and implementation of circulation systems hardware and software;
- Identifies, troubleshoots, and resolves automated Library circulation system hardware and software problems;
- Interviews, trains, supervises, assigns, evaluates, counsels, and disciplines staff;
- Provides orientation and circulation training;
- Interprets library policies and procedures for staff and the public; resolves difficult patron complaints and billing issues while fostering effective public/customer relations with library patrons;
- Monitors extra help staff budget and adjusts staffing accordingly;
- Contacts vendors, acquires quotes and evaluates performance of products;
- Completes special circulation projects requiring research and product testing;
- Works cooperatively with other library staff to coordinate library services;
- Performs other related work as required.

Employment Standards

Sufficient training, education and experience that demonstrate the ability to perform the above tasks and possession of the knowledge and abilities listed below.

Experience Note: The knowledge and abilities required to perform this function are normally acquired through training and experience equivalent to five (5) years of increasingly responsible library clerical work experience, of which:

Two (2) years must include supervisory responsibilities equivalent to that of a Library Circulation Supervisor with Santa Clara County

AND

Two (2) years operating a library computerized circulation system which includes training staff, compiling circulation statistics, and implementing changes and corrections to procedures related to the library computerized circulation system.

Substitution:

Possession of either a certificate from a Library Technical Assistant or Library Technology program or an Associate of Arts degree in Liberal Arts, Social Science or a closely related field may substitute for one (1) year of library clerical experience.

Possession of a valid California Driver's License prior to appointment and the ability to qualify for and maintain a County Driver's Permit.

Knowledge of:

- Principles and methods of supervision, management, and training;
- Integrated library circulation systems, collection, patron accounts, materials processing and cataloging;
- Techniques of public relations and appropriate philosophy and attitude toward library and public service;
- Community library services;
- Public library goals and purpose;
- Library practices, techniques, procedures, and terminology;
- Customer service principles and practices;
- Computers, including common office software and specialized systems.

Ability to:

- Plan, organize, direct, train, evaluate and supervise the work of clerical staff and volunteers performing circulation, materials processing, materials maintenance, and shelving functions;
- Establish and maintain cooperative working relationships with departmental staff, vendors, and the general public;
- Analyze, use reasoning to logically problem solve, and contribute to the solution of problems relating to library operations and circulation system issues;
- Independently develop, implement, and disseminate standardized library circulation practices, procedures and policies;
- Speak and write effectively;
- Work effectively with computer professionals and vendors in establishing and maintaining library automated systems;
- Use effective office management and business methods principles in conducting a library support service;
- Plan, coordinate, and initiate action necessary to implement decisions and/or recommendations.

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