

## Wood Dale Public Library District

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### Circulation Supervisor – Public Services

Reports to: Meghan Maleski, Public Services Manager

Hours/week: 37.5 hours per week (exempt)

Pay range: \$50,000/yr (depending on qualifications)

Join Our Team as a Circulation Supervisor!

Are you passionate about delivering top-notch library services? Do you thrive in a dynamic environment where you can lead and inspire a dedicated team? We're looking for a motivated Circulation Supervisor to join our team under the guidance of our Public Services Manager.

#### What You'll Do:

**Lead & Train:** Supervise and train our Circulation staff to ensure superior library service. Act as the person-in-charge in the absence of a member of the management team.

**Workflow Management:** Oversee Circulation tasks, ensuring timely completion, smooth daily operations, and communication with our consortium partners.

**Patron Support:** Navigate and resolve patron issues, escalating to administration when necessary.

#### What You Bring:

- Communication & Tech-Savvy: Strong skills in communication, MS Office Suite, and computer applications.
- Critical Thinking: Ability to analyze information, solve problems, and make decisions.
- Time Management: Prioritize tasks and meet deadlines effectively.
- Research & Organization: Proficiency in research, information organization, and library systems.
- Customer Service Experience: Previous experience in a public-facing customer service role or in training.
- Detail-Oriented: Work with precision and accuracy.
- Relevant Experience: Five years of relevant, supervisory work experience with, ideally, three of those years in a library setting.
- Credentials: Bachelor's degree or equivalent experience.

#### Key Responsibilities:

- Monitor and maintain Circulation services.
- Oversee hiring, training, and coaching of Circulation Clerk staff.
- Assist in strategic goal development for the Circulation team.
- Manage departmental records and reports.
- Provide exceptional customer service to patrons.
- Assist with Interlibrary Loan services and material organization.
- Participate in relevant training and organizational activities.

#### Work Environment & Physical Requirements:

- Work in a typical office environment with occasional outdoor events.
- Operate standard office equipment and communicate effectively with staff and patrons.
- Occasionally lift up-to 35 lbs. and perform physical tasks like bending, reaching, and moving materials.
- Occasional evening and weekend hours.

#### Why Join Us?

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- Make a difference in the community by enhancing library services.
- Collaborate with a supportive team passionate about library excellence.
- Opportunities for professional growth and development.

### **For all your awesomeness, you will get:**

- Three weeks of paid personal time off (vacation), 12 days of sick time, and paid holidays
- Access to Health, Dental, and Vision insurance
- Access to supplemental insurance through Aflac
- This position comes with required participation in the IMRF pension program plus access to optional participation in a 457(b) program

Apply now and be part of our commitment to providing exceptional library services to our community. Please send your resume, a cover letter, and 3 professional references to [jobs@wooddalelibrary.org](mailto:jobs@wooddalelibrary.org).

The Wood Dale Public Library District is an equal opportunity employer.

Wood Dale Public Library District  
Job Description

Title: Circulation Supervisor  
Supervisor Title: Public Services Manager

Department: Public Services  
Pay Grade (FLSA Status): / Exempt  
Last updated: December 2023

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

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Under the supervision of Public Services Manager, this position facilitates superior library service to patrons by supervising and training Circulation staff, overseeing Circulation tasks, and handling the daily workflow of those tasks. This employee navigates patron issues received from frontline staff and escalates them as appropriate.

Additional responsibilities/functions will be assigned by the Public Services Manager based on experience, skills, and specific needs of the department.

**Requirements for this Position**

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g., Bachelor's) or experience:
  - **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings including organizational and library conferences, meetings, and publications, and facilitating groups in meetings and programs.
  - **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Microsoft Workspace, effectively using email and Outlook calendar, performing internet searching, using cloud-based communication, maintaining, and organizing digital files, and instructing and training others to use technology.
  - **Critical Thinking and problem-solving** include analyzing and evaluating information to assess an issue, make a decision, and take action.
  - **Time Management** includes prioritizing tasks, meeting deadlines, planning for long-term tasks, and managing time independently.
  - **Research Skills** include interviewing others to understand their requests, understanding and explaining information and media literacy and fluency, evaluating sources, and instructing others to access and use library resources.
  - **Organization of Information** includes an understanding of basic library organizational systems and the methods by which information is stored and categorized.
  - **Instruction and Facilitation** include instructing and training others to access library resources and use technology and facilitating groups of people in meetings and programs.
2. Working knowledge of general library philosophy, including the *Library Bill of Rights*, and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.

Wood Dale Public Library District  
Job Description

3. Working knowledge of the library's collection and online resources to help answer patron requests.
4. Working knowledge of integrated library systems as well as other library applications.
5. Working knowledge of alphabetical and numerical systems and the ability to apply those systems to library materials.
6. Working knowledge of budget preparation, administration, project planning, and supervisory methods and techniques.
7. Experience working in a public-facing customer service environment and/or experience in training and customer service.
8. Ability to work with detail, precision, and accuracy.
9. Ability to perform repetitive work for the length of a shift.
10. Five years of relevant work experience or three years of library experience.
11. Valid Driver's License and proof of insurance.

**Essential Job Functions**

1. Monitors and maintains assigned Circulation services including ensuring that all tasks are performed in the appropriate time frame, updating procedures, handling any issues that arise, and managing the overall workflow.
2. With the guidance of the Public Services Manager, oversees hiring, training, coaching, scheduling, supervising, and evaluating Circulation staff; coordinates and monitors workflow to determine staffing needs.
3. Assists in developing strategic goals, processes, and procedures for the Circulation team; provides training for new and existing staff on Circulation processes and procedures.
4. Assists in preparing and maintaining departmental records, statistics, and reports.
5. Serves as Person in Charge by interpreting and implementing library policy.
6. Provides customer service to patrons including registering patrons for library cards, checking out and renewing materials, redirecting to other departments, and assisting with simple material searches.
7. Assists with Interlibrary Loan services through use of the integrated library system and OCLC.
8. Sorts, shelves, locates, retrieves, shifts, shelf inspects and redirects materials for cleaning, repair, withdrawal, or reordering.
9. Participates in appropriate local, state, and national organizations.
10. Participates in relevant training, continuing education, and/or staff development.

**Other Responsibilities** (*assignable tasks this position may be expected to perform from time to time*)

- With help from the Operations Manager, oversees cash handling and cash register procedures.
- Perform other duties as assigned.

**Work Environment**

Work is normally performed in a typical interior/office work environment with occasional visits to other organizations and outdoor events. This role routinely uses standard office equipment such as computers, phones, and photocopiers. Noise level may vary from quiet to loud. The employee is required to work evening and weekend hours. Reliable transportation required.

Wood Dale Public Library District  
Job Description

**Physical Requirements**

1. Constantly operates a computer and other office machinery, such as printers, copiers, and scanners.
2. Constantly communicates with staff and patrons.
3. Frequently handles and inspects materials or items.
4. Frequently retrieves materials from shelves.
5. Frequently moves about the building to assist patrons.
6. Ability to see, hear, or otherwise effectively communicate.
7. Work may include prolonged sitting, standing, stooping, bending, reaching, lifting/moving materials, getting down on the floor, climbing ladders/step stools, and performing other such physical tasks.
8. Ability to lift 25 lbs. or less.
9. Frequently pushes moveable and transports items weighing up to 35 lbs. via carts.