

Library Associate I - Circulation & Operations Supervisor

Position Classification: Part-Time, Non-Exempt
Reports To: Library Director
Step Classification: 9, Library Associate I

General Position Summary:

The Circulation & Operations Supervisor supports and assists the Library Director in providing library services to the community. Specifically, this position coordinates the overall operations of the main branch library location including planning, organizing, implementing and interpreting circulation and workroom policies and procedures on a system-wide basis; and performing a variety of technical tasks related to assigned function.

Provides guidance and direction to staff of lower classifications, including Library Assistants, Library Pages, and volunteers. Provides basic information service and technical support to patrons and visitors. Position has primary responsibility for safe operations, care and maintenance of the facility. Works closely with Library Director.

Essential Functions/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. Monitors, coordinates, and controls performance of the unit in conformance with the library objectives and budget. Ensures the library's patron service philosophy is disseminated throughout the unit and results reflect this philosophy. Analyzes reports from appropriate sources, historical records and other applicable information.
2. Assures the timely and accurate handling of materials within the area of responsibility. Supervises and participates in all library loan services at assigned location.
3. Ensures implementation of library policies and procedures specific to the assigned location to ensure safe and efficient daily operations. Insures consistency and efficiency of workroom circulation functions.
4. Resolves operational conflicts and problems; interprets policies; and otherwise makes decisions that are within scope of authority. Monitors and evaluates progress of delegated projects, reporting to the library director regularly. Coordinates safety related issues with facilities staff.
5. Assists with hiring and evaluating of the staff at the assigned location. Responsible for training, scheduling, assigning duties, monitoring, and evaluating the work performance of employees of lower classifications. Arranges for substitutes at the assigned location. Reviews and approves payroll time entries and leave requests.
6. Act as collection agency liaison. Oversee the coordination and processing of patron fines with collection agency by tracking notification deadlines, processing notification letters, monitoring receipt of payment, and verifying agency statements.
7. Assists staff and the public in the interpretation of policies and procedures. Resolves staff and patron incidents, problems, concerns and conflicts ensuring that Rules of Conduct are followed or redirects to appropriate colleague.

8. Oversees ordering of supplies and daily cash handling and register functions. Produces reports for assigned location. Reviews and approves daily and monthly revenue reports.
9. Coordinates scheduling and use of facility meeting and study rooms by patrons and staff.
10. Provides basic information assistance and reader's advisory assistance to patrons, including use of library resources, equipment and OPAC. Assists patrons in the use of library collections through reference interviews, literature and online searches. Refers questions to Librarians, as appropriate.
11. Educates, trains and assists patrons with library technology resources. Troubleshoots, repairs computer equipment and reports problems to ITS. Tracks reported issues for the branch and follows up with ITS to ensure equipment is operational.
12. Performs circulation duties, including assisting patrons with registration, check-in and checkout, and with locating materials at a location and within BCLD. Resolves problems with patrons' accounts.
13. Provides assistance with and delivers library programs, as assigned.
14. Maintains knowledge of new services, technologies, equipment, policies, procedures, and relevant trends in library circulation in order to evaluate their potential, and make recommendations to improve service and operational efficiency. Participates in appropriate library meetings, conferences, workshops, and seminars.
15. Participates in the development and implementation of the unit's policies and procedures; recommends changes in existing policies to enhance library operations within budget limitations.
16. Establishes priorities as necessary on unit activities in progress. Completes reports as required.
17. Promotes and adeptly displays materials, services, and programs.
18. Promotes, educates, and supports the principles of intellectual freedom with staff and patrons. Resolves related concerns or redirects to appropriate individual.
19. Monitors and orders supplies for the primary location and branch units.

Secondary Duties & Functions:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Provides backup to other related positions as needed.
3. Makes presentations to staff and decision-making groups, as assigned or required.
4. Prepares rooms for training programs.
5. Performs daily cash handling and register functions.
6. Performs lower classification duties, as needed.
7. Performs other related duties, as assigned.

Job Scope:

Performs duties independently with minimal supervision operating within established parameters. Many decisions are of a routine nature made within prescribed operating policies and procedures, but some decisions must be made independent of these. Responsible for suggesting changes in or new policies and procedures that may positively benefit the library.

Supervisory Responsibility:

Supervises Library Assistants, Library Pages, volunteers and/or community service workers.

Interpersonal Contacts:

Has regular contact with others both inside and outside the organization. The most common external contacts are library patrons, but has some collaborative contact with local agencies. Internal and external interactions involve information exchange, problem solving, negotiation, and customer service.

Contacts are made both at the employee's initiative and in response to other, with approximately 85% of the contacts made face to face and 15% over the phone or via email. At least 65% of the contacts are with external patrons, and many of these involve the exchange of private patron information.

Necessary Knowledge, Ability and Skills:

- Supervisory principles and practices, including employee evaluation, training, motivation, and mentoring.
- Financial and budgetary processes and controls.
- Integrated library systems and circulation department functions.
- Considerable knowledge of customer service techniques in a wide variety of situations and on behalf of a diverse patron population.
- Knowledge of basic informational and readers' advisory functions.
- Working knowledge of or ability to learn a circulation system.
- Working knowledge of computer hardware and software operation and maintenance.
- Working knowledge of MS Office and email providers.
- Knowledge and support of the principles of intellectual freedom.

Skill and Ability to:

- Provide superior customer service, including a positive customer service orientation, with both internal and external customers.
- Develop implementation processes and procedures for new equipment, software plans, and programs.
- Communicate effectively with individuals from diverse backgrounds regarding a wide range of concerns, questions, and issues.
- Use diplomacy and tact to establish and maintain positive relationships with employees and patrons.
- Resolve patron complaints, deescalate and diffuse difficult situations involving people in conflict.
- Evaluate and address multiple priorities at once and adapt to changing circumstances.
- Provide adept technical assistance to patrons and staff in the use of library technology, principally computers, applications, and peripherals, including instruction and troubleshooting.
- Operate and maintain basic computer and office equipment and report knowledgeably when they are not working.
- Report equipment problems and coordinate solutions with Information Technology Department.
- Communicate effectively verbally and in writing with individuals from diverse backgrounds regarding a wide range of concerns, questions, and issues.
- Handle stress and work effectively on projects with specific deadlines.
- Use computers, software and database applications, and other standard office equipment.
- Clearly and succinctly communicate ideas and thoughts both verbally and in writing in the English language.
- Work inclusively as part of a team.

- Work a varied schedule, including evenings and weekends in an environment with frequent interruptions.

Core Competencies:

- **Customer Focus** - Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equity, and forge meaningful connections.
- **Valuing Diversity** - Manages relationships with all kinds and classes of people inclusively and equitably; respects, values and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.
- **Ethics, Values and Judgment** - Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.
- **Professional and Technical Knowledge** - Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.
- **Approachability** - Listens more than they talk; allows appropriate time for interactions; purposely builds rapport, sets positive tone and exhibits confidence by body language and speech. Maintains boundaries.
- **Decision Quality** Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.
- **Dealing with Ambiguity** - Can shift gears comfortably; can decide and act without the total picture; can comfortably handle risk and uncertainty, does not exhibit excessive need to control or track, can 'let go' and move forward in uncertainty.
- **Interpersonal Savvy** Relates well to all kinds of people at all levels, both internally and externally; builds appropriate relationships; interactions are often purposeful and constructive.
- **Accountability** Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.
- **Coaching and Counseling** Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.
- **Teamwork** - Works cooperatively and productively with others to achieve goals and deliverables. Is aware of, utilizes and celebrates their own and team members' strengths and differences.
- **Composure** - Calm and reflective, self-possessed even in the face of provocation, recognizes and manages stress appropriately, even during tough times.

Education and/or Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Graduation from an accredited four-year college or ALA-APA certification program, plus three years of job-related experience and/or training.
- Four years of library experience that includes customer service, decision making and on-the-job training in library operations may substitute for up to two years of the required education.
- 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.

Special Requirements

Valid Oregon driver's license.

Physical Demands

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to frequently. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will regularly lift to 10 pounds and will seldom push/pull carts using light force.

Work Environment

Work is performed in a normal office environment. Frequent sitting and extensive PC monitoring work is required. There may be some exposure to angry or hostile individuals. Travel within the service area is required.

Advancement Possibilities: (depending on education and experience)

Library Associate II

Librarian

Assistant Managing Librarian

Managing Librarian

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 BCLD and the employee, and is subject to change as the needs of BCLD and the requirements of the job change.

Approval: _____
Director