

Circulation Supervisor

Direct Supervisor: Deputy Director
Department: Mead Public Library
Version Date: September, 2025
Salary Grade: ?
FLSA Status: Non-Exempt



Position Summary:

The Circulation Supervisor oversees Circulation staff, coordinates the day-to-day operations of the Circulation department, and oversees patron account services. The position participates in the Management Team, including planning, decision making, leadership, and mentoring of employees, and is responsible for maintaining safety and service standards as established by the Library Director and Board of Trustees. All duties are performed in a patron-centered environment, making certain that services are delivered effectively, efficiently, and professionally to all users of the Mead Public Library. Work is performed under the direction of the Deputy Director.

Essential Responsibilities:

1. Supervises and schedules circulation staff.
2. Interviews, selects, and trains new circulation staff.
3. Fosters a cooperative work environment and ensures that staff provide the highest quality assistance to library users.
4. Oversees the collection of circulation statistics and prepares regular written reports on activities.
5. Handles problems and patron complaints and assists staff handling difficult situations.
6. Monitors patron behavior and conduct, ensuring the safety of staff and the public.
7. Provides information to patrons on Library policies, services, activities, facilities, and regulations.
8. Performs all aspects of circulation services, including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
9. Monitors and recommends changes in work procedures to improve service to library patrons and informs/retrains staff.
10. Creates and maintains procedures, manuals, and documentation for training.
11. Attends library conferences and workshops and keeps informed of new and emerging technologies, public library service trends, and innovations
12. Provides input to library administration on the improvement of library policies, plans, and goals
13. Leads ad hoc teams or projects; participates in and leads staff committees
14. Reports building malfunctions, safety, and security matters to the safety specialist and/or maintenance staff
15. Provides emergency duties and resources as needed in times of a City emergency in conjunction with the Director and in accordance with the City's emergency plan
16. Performs other related work as assigned

Education & Experience:

1. Bachelor's Degree and two years of library or related experience
2. Or equivalent combination of education and relevant experience

Qualifications & Skills:

1. Basic knowledge of library services and procedures and ALA Professional Code of Ethics
2. Ability to work collaboratively and develop and maintain effective relationships with staff, library users and community partners.
3. Ability to work independently in a fast-paced environment with frequent interruptions, be self-directed, problem-solve, and set priorities in order to meet assignment deadlines.
4. The ability to communicate ideas and information effectively both in written and oral form; effectively read and understand written information.
5. Ability to remain professional and courteous while interacting with library patrons.

Circulation Supervisor

6. Resilient and adaptable with a willingness to learn and remain flexible when faced with changing situations and an ambiguous work environment.
7. Proficiency with computers and other technology is required, including, but not limited to:
 - Mastering the library's integrated library system (ILS)
 - Using a Web browser and conducting basic web searches
 - Navigating a Windows environment and use of standard Microsoft software, email and calendars
 - Using a variety of web-based resources such as Google Suite, Monarch Catalog, Libby, Hoopla, Kanopy, and more
 - Monitoring and responding to multiple communications streams concurrently (e.g. email, Slack, phone calls)
 - Assisting library users with the use of technology including performing common troubleshooting for computers, laptops, printers, fax, meeting room tech (sound and projection), and more.

Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

Work Environment:

The work environment and physical demands characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

1. Sitting, standing, walking, climbing and stooping
2. Bending, twisting and reaching
3. Frequent communication; use of the telephone, reacting to alarms and call buttons navigating multiple distractions
4. Lifting and carrying: 50 pounds or less
5. Pushing and pulling: objects on wheels weighing 60-100 pounds
6. Handling: processing, picking up and shelving library materials
7. Travel to meetings outside the library

Department Summary:

The Mead Public Library provides quality services, resources, and lifelong learning opportunities to meet the needs and interests of our diverse community. The function of the Mead Public Library is to serve our customers in a way that establishes a relationship of mutual gratitude – our gratitude for our customers' patronage, and our customers' gratitude for the quality and value they receive.

Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Circulation Supervisor

Employee Name: _____ Employee Number:

Employee Signature: _____ Date:
