

Circulation Supervisor

Salary grade: TBD

Position Summary:

The purpose of this position is to provide day-to-day leadership and supervision of the library's circulation and operations, ensuring reliable, customer-focused access services and consistent front-line operations. This position is responsible for supervising assigned staff, coordinating work routines, and ensuring that front-line library services operate efficiently, consistently, and in accordance with library and City policies. Work is performed under the direction of the Deputy Director and focuses on the effective delivery of customer-facing services, staff coordination, and operational reliability. The position plays a key role in translating the library's mission, values, and service priorities into clear expectations, daily practices, and work routines for assigned staff.

Essential Responsibilities:

- Supervises assigned circulation staff, including scheduling, assigning work, coaching performance, and providing ongoing guidance and feedback to ensure consistent service delivery.
- Participates in recruitment, onboarding, training, and evaluation of assigned staff; prepares performance appraisals and supports corrective action processes in coordination with the Deputy Director and Human Resources.
- Manages and maintains staff schedules to ensure adequate coverage of circulation desks, service points, and back-office operations, adjusting coverage in response to absences, peak demand, and operational needs.
- Oversees circulation and borrower services workflows, including check-in and check-out of materials, holds processing, shelving coordination, and resolution of routine account or item status issues.
- Ensures consistent application of library policies, procedures, and service standards; serves as an escalation point for circulation-related customer service concerns and directly engages with patrons to resolve routine and escalated circulation or access-services issues as needed.
- Provides policy enforcement support as a member of the manager-on-duty team, with rotating nights and weekends.
- Establishes and monitors daily work routines and standards for circulation staff to ensure timely completion of tasks and availability of library materials.
- Oversees the maintenance and updating of circulation procedures and training materials, identifies workflow issues, and recommends practical improvements to enhance efficiency and service quality.
- Coordinates with other library staff and departments to support smooth public service operations and effective communication regarding circulation-related issues.
- Supports implementation and day-to-day use of circulation-related technology and systems, and assists with staff training and troubleshooting in coordination with the Deputy Director and Information Technology staff.

- Gathers and reviews operational data related to circulation; provides routine reports or information to support service monitoring and operational decision-making.

Education & Experience:

- Bachelor's degree with three years of supervisory or lead experience in a customer service or public-facing operational environment, or an equivalent combination of education and experience.
- Possession of a valid Wisconsin driver's license required.

Qualifications & Skills:

- Ability to supervise and coordinate staff in a fast-paced, customer-focused environment.
- Ability to plan and manage work schedules, set priorities, and respond to changing service demands.
- Ability to communicate clearly and effectively with staff, coworkers, and the public, both verbally and in writing.
- Ability to coach employees, provide constructive feedback, and support performance improvement.
- Ability to analyze routine operational issues, apply judgment, and recommend practical solutions.
- Ability to learn and effectively use library systems, scheduling tools, and standard office software.
- Strong interpersonal, organizational, and problem-solving skills.
- Ability to work independently while coordinating closely with supervisory staff and coworkers.
- Ability to work collaboratively as part of the library's supervisory team to support continuous improvement in services, workflows, and the workplace environment.
- Ability to translate organizational goals and service priorities into practical expectations and behaviors, and to model those expectations through daily interactions with staff and the public.
- Ability to build and maintain positive, professional relationships with library users and community members in a public service setting.