



## **Bullitt County Public Library Circulation Supervisor/Branch Manager**

**Department:** Library Management Team  
**Reports to:** Assistant Director

### **NATURE OF WORK**

The Circulation Supervisor coordinates the activities of the circulation staff across the system to ensure that the library mission is being met at all locations within the system. This position requires constant communication with other branch managers in the system to assess, evaluate, and maintain a consistent level of service being offered at the circulation desk at each location. Because the Circulation Supervisor also manages the main branch of the library, this position demands the ability to effectively interpret library policy and procedures in a variety of contexts. The work requires consultations with members the Library Administration, the Library Management team, library staff, and members of the community.

### **ESSENTIAL POSITION FUNCTIONS IN SYSTEM LEVEL ROLE**

- Maintains a thorough understanding of the day-to-day duties of the circulation staff and communicates changes in those responsibilities to branch managers. Monitors staff understanding of adjustments to policy and procedure.
- Applies policies and uses independent judgment within procedural boundaries in order to manage daily operations of the library; assists branch managers with the same function, as needed.
- Assists branch managers and the human resources administrator with the interview process and system wide staffing assessment.
- Makes recommendations to internal trainers for adjustments to training materials.
- Communicates expectations for level of service, regularly, via internal methods. Attends the regularly scheduled managers' meeting to stay abreast of information pertinent to BCPL and serves as secretary for those meetings.
- Assists branch managers in communicating clear performance expectations and contributes to the process of goal setting at each branch.
- Oversees the overdue and ILL processes at both the main library and branch locations.
- Utilizes the ILL process to identify gaps in the collection system wide.
- Utilizes ILS reporting, including monitoring holds and lost items, to identify gaps in the collection system wide.
- Collaborates with branch managers to effectively maintain patron records and to set rules in the ILS that reflect the library's policies and mission.
- Oversees the time off request process across the system, assisting branch managers in ensuring adequate coverage at the circulation desk at all locations.



- Collaborates with PR/Marketing to effectively communicate system wide branding efforts.

## **ESSENTIAL POSITION FUNCTIONS IN BRANCH LEVEL ROLE**

- Responsible for the overall administration of a community library including planning and oversight of the library's operations, staff, facility, and grounds.
- Applies policies and uses independent judgment within procedural boundaries in order to manage daily operations of the library; serves as a coach for assistant branch managers with the same function, as needed.
- Communicates well with people of all ages, demographics, ethnic backgrounds, and abilities.
- Demonstrates the ability to solve problems with the ability to ease tense situations.
- Assists Library Administration in determining when to escalate operational issues by creating incident reports and tracking patterns in operations.
- Attends the regularly scheduled managers' meeting to stay abreast of information pertinent to BCPL. Communicates the outcomes of these meetings to staff.
- Communicates clear performance expectations and conducts performance reviews. Develops and monitors work improvement plans as needed. Handles employee relations issues with assistance from the Library Administration.
- Leads team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.
- Work with Maintenance team to ensure that the building and the grounds are properly maintained.
- Collaborates with Outreach and Programming to maintain awareness of community needs and to create branch programming.
- Collaborates with PR/Marketing to effectively communicate branding goals within the location.
- Collaborates with Tech Services to maintain a vital collection.
- Uses technology effectively to complete daily tasks and assist patrons. Attends Staff Development Days and other training to enhance skills and stay abreast of trends that impact public libraries.
- May lead or serve on library committees and specials projects.
- Monitors staff certification requirements for library staff.
- Willing to assume additional responsibilities, as required.

## **JOB REQUIREMENTS**

- High School diploma or GED required. Some preference may be given to those willing to work toward a college degree or Masters in Library Science.



- Two years of library experience and at least one year of management or supervisory experience.
- A valid driver's license and reliable transportation.
- Must be able to obtain a paraprofessional certificate of librarianship through the Kentucky Department for Libraries and Archives.
- Must be able to work days, nights, and weekends, and work at any location of the Bullitt County Public Library system.

## **SKILLS AND CHARACTERISTICS**

- Ability to read and write.
- Ability to understand and follow verbal and written directions.
- Ability to provide clear oral and written instructions.
- Ability to communicate effectively in written and oral expression.
- Ability to work with the public in a professional, courteous, and discreet manner.
- Ability to work both independently and with staff in a team environment.
- Knowledge of managerial policies, practices, and controls related to the management of a branch library.
- Knowledge of collection development practices and methods.
- Knowledge of public relations and customer service methods practices and procedures.
- Knowledge of computer hardware, software, and peripherals utilized in automated library systems, including ILS reporting.
- Knowledge of community library needs and interests.
- Knowledge of reader interest levels, books, and authors.
- Knowledge of office productivity software, including creating documents and manipulating spreadsheets.
- Ability to set priorities and work with frequent interruptions.
- Ability to interpret and explain library policies, objectives, and facilities to library staff and the public.
- Ability to establish and maintain effective working relationships with coworkers, officials, contractors, volunteers, community organizations, and the general public.
- Ability to plan, organize, perform, and evaluate work assignments with initiative and sound judgment, independently or with minimal supervision.
- Ability to adhere to safety policies, procedures and guidelines.

## **PHYSICAL DEMANDS**

- Standing, sitting, stooping, and walking.
- Handling books and other Library materials.
- Using computer input devices.



- Visual acuity for near reading.
- Mobility to help patrons and reach materials.
- Pushing and pulling book trucks up to 50 lbs.

#### **WORK ENVIRONMENT**

- Climate controlled environment.
- Exposure to dust.

#### **WORK DEVICES**

- Computers and peripherals.
- General office equipment.
- Telephones.
- Book carts.

**Bullitt County Public Library is an AA, EEO and ADA employer.**