



Belleville Public Library
& Community Center

Circulation Supervisor

Belleville Public Library seeks a friendly, flexible, and detail-oriented problem solver with strong customer service skills to be Circulation Supervisor for our newly opened Library. Come grow with us as we expand library services to take advantage of the possibilities presented by our new 13,800 square foot space.

The full-time Circulation Supervisor position will be responsible for:

- coordinating the day-to-day operations of the circulation department,
- supervising Pages and volunteers,
- supporting the Director in the day-to-day operations of the building, and
- cataloging new materials.

Belleville is a small community (pop. 2556) experiencing growth with new housing development and young families moving to Belleville and the surrounding rural area. Located in Dane County just south of Madison, Belleville has a 140 year tradition of local library use and successfully completed a \$1 million capital campaign to help fund our new library. With circulation per capita rates consistently among the highest in Dane County, local support and use of the library is strong.

Schedule: 40 hour per week position. The option of a 10 hour per day Monday – Thursday schedule is available. See full job description below for details.

Qualifications: High School diploma or equivalent with two or more years of college preferred. One or more years of public library experience or equivalent experience which provides the knowledge, skills, and abilities needed. Preferred candidate will have supervisory and customer service experience. Knowledge of the Bibliovation ILS is a plus.

Wages: \$18 - \$22 based on qualifications and experience.

Benefits: The Village of Belleville provides an excellent benefit package including health, dental, and vision insurance, vacation, sick leave, paid holidays, and enrollment in the Wisconsin Retirement System.

To Apply: A full job description can be found below. To apply, please submit a resume, cover letter, and three professional references to Library Director Bronna Lehmann at blehmann@blvpl.org. Applications will be accepted until position is filled with preference given to those received by Sept. 24. A background check will be required as a condition of employment. The Village of Belleville is an Equal Opportunity Employer.

JOB DESCRIPTION

Circulation Supervisor

Overview of the Position

The Circulation Supervisor is responsible for coordinating the day-to-day operations of the circulation department, supervising Pages and volunteers, supporting the Director in day-to-day building operations, and cataloging new materials. This position reports to the Library Director.

Essential Duties and Responsibilities

1. Circulation
 - a. Provide excellent customer service to library patrons of all ages, including greeting patrons, checking materials in and out, answering reference questions, providing reader's advisory, issuing library cards, answering library technology questions, and providing other routine patron services.
 - b. Plan and implement changes that improve the patron experience and utilization of the library.
 - c. Demonstrate patience and skill in dealing with the public.
 - d. Participate in interview and hiring process. Provide orientation and training for new staff on circulation duties.
 - e. Supervise, train, and schedule Library Pages and volunteers.
 - f. Make recommendations for collection development based on requests from patrons or from knowledge of gaps in the collection.
 - g. Process holds and delivery returns. Empty dropbox.
 - h. Open and close library depending on shift.
 - i. Maintain detailed, current knowledge of the Bibliovation Integrated Library System (ILS) and South Central Library System policy and procedures.
 - j. Maintain confidentiality of library patron information.

2. Technical Services
 - a. Catalog and process all types of materials using the Bibliovation ILS.
 - b. Oversee RFID tagging project.
 - c. Assess and repair damaged or worn items.
 - d. Manage serials collection, including linking, subscription renewals, and removal of old issues.
 - e. Oversee maintenance of collection through regular examination and periodic weeding.
 - f. Coordinate with Friends of the Library group regarding donations and used book sale.
 - g. Monitor supply inventory and order supplies as needed. Assist in resolving problems with vendors.

3. Building Operations
 - a. Support the Director in the day-to-day operations of the building.
 - b. Maintain a safe and welcoming library environment.
 - c. Schedule community room use and assist users with access.
 - d. Maintain library public areas in a clean and orderly fashion through maintaining neat shelves, light cleaning, and organizing tasks. Coordinate with other library staff and cleaning service as needed.

4. Additional Responsibilities
 - a. Meet with Director regularly to discuss front-line concerns, facility issues, and ideas for improvements.
 - b. Provide backup for Director in areas of payroll, bill payment and building operations.
 - c. Apply principles of diversity, equity, and inclusion to foster an environment that is accessible and welcoming.
 - d. Understand and follow library policies and procedures.
 - e. Keep current on developments in the library field and apply this knowledge in planning and evaluation of collection management and other services.
 - f. Document and maintain accurate procedures for position-specific duties and general circulation-related tasks.
 - g. Participate in staff meetings to discuss and resolve problems, discuss ideas for improvements, and keep updated on library plans and activities.
 - h. Attend continuing education classes and webinars that are relevant for position.
 - i. Performs other related work as needed or directed by the Library Director.

Knowledge and Abilities

1. Knowledge of the circulation and cataloguing modules of the Bibliovation ILS.
2. Ability to work both independently and collaboratively.
3. Ability to organize and prioritize work, respond to varied/changing work demands, use common sense, problem solve, and make decisions as required.
4. Strong ability to pay attention to detail, enter data accurately, prioritize tasks, work through interruptions, and manage deadlines.
5. Ability to interact with public and library staff with tact, courtesy, and a friendly attitude.
6. Ability to direct the work of library staff and volunteers.
7. Ability to communicate effectively in English with staff and patrons in person, on the phone, or in writing.
8. Ability to follow detailed written and oral instructions.
9. Ability to understand and follow patron confidentiality policy and other library policies.
10. Computer skills including database searching, familiarity with Microsoft Office programs, familiarity with eReaders, and general computer troubleshooting skills.

Physical Demands

1. Sitting or standing for long periods of time is required.
2. Ability to bend, stoop, kneel, crouch, stand, and reach in order to provide patron services and other essential functions.
3. Ability to reach shelves of various heights, move full book carts or wheeled book shelves (60-100 lbs.), and lift heavy containers (up to 30 lbs.) occasionally during a work shift.
4. Physical dexterity to guide customer through library as needed.
5. Ability to read, write, and communicate fluently in English.
6. Ability to talk and hear; use of telephone.
7. Near vision to read faded type and small font size on item labels, plus regular reading on computer monitors.
8. Far vision to observe patrons in need of assistance from a distance of 20 feet or further.
9. Dexterity to perform data entry on a computer, laptop, tablet, or other electronic device.

Mental Requirements

1. Communication skills – effectively communicate ideas and information in written, oral, and visual forms.
2. Reading skills – effectively read and understand information contained in memoranda, reports, and bulletins.
3. Mathematical skills – ability to calculate percentages, fractions, decimals, and ratios. Ability to create and interpret basic descriptive statistical reports. Ability to sort decimals.
4. Work skills – ability to comprehend and follow directions effectively from supervisor in both written and oral form.
5. Time management skills – strong ability to adapt, stay organized, and multi-task in a dynamic work environment.
6. Decision-making skills – ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Environmental/Working Conditions

1. Environment is a busy public library with fluctuating activity levels and moderate noise levels.
2. Non-hazardous inside work environment.
3. Physical exertion may be required to lift books and supplies from overhead or from the floor.
4. Physical exertion may be required to move tables, chairs, carts, and wheeled book shelving.

Equipment Used

1. Ability to operate and troubleshoot typical library equipment – personal computer with keyboard/mouse, printer, scanner, barcode scanner, copy machine, calculator, fax machine, cash register, telephone, vacuum cleaner, disc cleaner, self checkout station, and audiovisual equipment.

Education and Experience

1. Must be 18 or older.
2. High school diploma. Two or more years of college preferred.
3. One or more years of public library experience, or equivalent experience which provides the knowledge, skills, and abilities needed.
4. Supervisory experience preferred
5. Customer service experience required with demonstrated patience and skill in dealing with the public.
6. Knowledge of BiblioVation ILS is a plus.

Hours

1. This is a non-exempt 40 hour per week position.
2. Schedule will include daytime hours with closing one evening per week (preferably Monday) and working one Saturday per month.
3. The option of a 10 hour per day Monday through Thursday schedule is available.
4. Occasional flexing of hours may be required to cover vacations or other staff absences.
5. Must attend monthly one hour staff meeting.

Adopted: September 1, 2021