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**CIRCULATION SUPERVISOR**

The Delafield Public Library is seeking an ambitious, enthusiastic individual for the position of Circulation Supervisor. If you are a self-motivated, flexible, and forward-thinking professional with a strong drive to provide great service to the Delafield community, we welcome your application! The Circulation Supervisor directs and coordinates all circulation activities and helps oversee circulation staff.

As part of the Library’s management team, the Circulation Supervisor reports to the Library Director and collaborates with other department heads to provide cohesive and consistent management across all library staff. This position is responsible for developing and enforcing policies and procedures, creating an exemplary standard for customer service, and managing services that reflect the mission of the Library and the needs of the community.

**Duties and Responsibilities include the following:**

* Plans, prioritizes, supervises, reviews, evaluates and participates in all aspects of Circulation Services. Oversee and supervise the daily operations of circulation desk and circulation staff. Ensure clean and organized appearance of the circulation desk.
* Serve as primary staff member at circulation desk: Provide excellent customer service in person, online, and by telephone. Assist patrons with their accounts, check in and out library materials, assess fines, resolve problems, provide guidance in the use of library facilities, assist with troubleshooting library equipment.
* Creates an exemplary standard for customer service and circulation services that reflect the vision of the Library and the needs of the greater Delafield community.
* Ship, receive, and request items for both in-system delivery and out-of-system Interlibrary Loan. Communicate with Interlibrary Loan patrons and other libraries as needed.
* Develops and evaluates workflows and establishes standards and guidelines, as well as preparing reports and maintain documentation relating to Circulation Services.
* Manage local operation of the library’s patron database, and maintain patron accounts.
* Assists in collecting library statistics and supervise special projects in circulation.
* Create attractive and timely displays and merchandise library materials.
* Prepare, approve and submit all timekeeping and payroll for Library employees.
* Collaborate with colleagues daily and in staff meetings. Assist colleagues with idea development and execution, provide vision for library operations now and in the future.
* Responsible for library operations and building during evening and/or weekend shifts.
* Keep up-to-date with and adhere to local and system-wide circulation rules and recommendations. Communicate system rules and recommendations to the appropriate staff.
* Recommend policy or procedure changes to the library director. Assist with hiring and employment decisions at request of library director.
* Maintains current knowledge of organizational procedures, processes, policies and operations.
* Attends professional meetings, workshops and conferences as budget allows.
* Publicly supports the Library Board of Trustees, the Library Director, and library policies and promote a positive image of the library.
* Performs additional duties as assigned by the Library Director.

**Knowledge, skills and abilities:**

* Basic knowledge of theories, principles and practices of circulation procedures for a variety of materials and formats.
* Ability to perform effectively as a team leader, coordinating the activities of several staff members.
* Flexible, hardworking and detail oriented. Demonstrates initiative and is a self-starter.
* Ability to assess the patron’s needs and provide consistent, fantastic customer service.
* Ability to effectively use computers, electronic databases and other technology as required.
* Ability to exercise independent judgment, reliability, and maintain confidential integrity as required.
* Ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors; actively cooperates and works effectively with others, promoting teamwork.
* Flexible, hardworking and detail oriented.
* Ability to handle a frequently fast-paced position with numerous interruptions.
* Adhere to the American Library Association’s Library Bill of Rights, Code of Ethics, Freedom to Read and Freed om to View Statements

**Physical Demands of the Position:**

Employee must be able to:

•Sit, stand, walk, climb, stoop, bend, twist and reach

•Have far vision at 20 feet or further; have near vision at 20 inches or less

•Lift and carry 50 pounds or less

•Handle processing, picking up and shelving books

•Push and pull objects weighing 60 to 80 pounds on wheels

•Travel to meetings outside of the Library; provide own transportation to said events

**Environment and Working Conditions:**

**•Evening and weekend hours required**

**Education and Experience:**

•Bachelor’s degree, 3+ years of library circulation experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

If interested, please send resume and list of three professional references to Library Director Stephanie Ramirez, sramirez@delafieldlibrary.org. This is a full time position with excellent benefit package provided as well as 9 paid city holidays. First review of applications will begin on **October 17, 2022.** If you have any questions, please contact the Delafield Library at (262) 646-6230 or visit our website, [www.delafieldlibrary.org](http://www.delafieldlibrary.org).