July 2026
FLSA: Exempt

CIRCULATION SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews, and supervises the work of staff performing customer service duties within the Circulation Department, including processing circulating materials, shelving, answering patron questions, fee collection, and passport acceptance services; develops and generates a variety of statistical reports; provides complex staff assistance to assigned supervisory and management personnel in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned supervisory and management personnel. Exercises direct supervision over clerical support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Circulation Department that exercises independent judgment on diverse and specialized customer service functions with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for providing technical support to the District staff in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of clerical support staff in the Circulation Department; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, priorities, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of clerical staff performing circulation services and passport acceptance services; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with other departments and outside agencies.
- Participates in budget preparation; identifies resource needs; prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; gathers and compiles data for reports and other written materials; supervises the establishment and maintenance of reports, records, and files; ensures the proper documentation of operations and activities.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from patrons, the public, other departments, and agencies; recommends corrective actions to resolve issues.

- Oversees the daily activities of the circulation operations including shelving, account maintenance, patron technology and equipment assistance, checking in and out library materials, collecting fees, assessing damage to library materials, explaining policies, and handling escalated patron questions and problems.
- Oversees passport acceptance services and ensures compliance with United States Department of State requirements, including agent training and certification, screening of applications, ensuring applications are complete and signed appropriately, preparing transmittals, mailing packages to the US Department of State, reconciling fees collected, and preparing monthly statistical reports.
- Ensures District services are provided with exceptional customer service and the highest levels of ethical standards; reinforces and maintains proper cash handling procedures including reconciliation processes and internal controls; creates positive experiences for library patrons and the general public by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; greets and assists internal and external customers in a friendly, prompt, and accessible manner.
- Represents the District and acts as a liaison with community partners and organizations, governmental agencies, and vendors; responds to requests for information and meetings; provides professional and technical expertise to the community.
- Provides recommendations towards the development and implementation of training programs to ensure high levels of staff competency.
- Monitors inventory levels for supplies and submits requests for orders.
- Maintains files, databases, and records related to circulation and passport acceptance services; prepares a variety of written reports, memoranda, and correspondence.
- Represents the District in meetings with members of other public and private organizations, community groups, and the public.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- May have person-in-charge responsibilities to handle escalated patron issues or behaviors, potential or actual emergencies, and coordinate facilities-related issues; monitors the library, resolves issues with patrons, processes schedule changes, opens and closes the building, and secures funds collected at circulation.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Use of computer circulation control systems, operations, practices, and equipment.
- Business arithmetic and basic statistical techniques.
- Policies, procedures, and functions of public library services.
- Principles and practices of circulation services and passport acceptance program development, implementation review and evaluation.
- Applicable federal, state, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.

- Recent and on-going developments, current literature, and sources of information related to the operations of assigned programs.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers, technology, and software programs relevant to work performed and to providing library services.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex circulation and passport acceptance functions.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Analyze library circulation needs and recommend appropriate solutions.
- Analyze problems, evaluate alternatives, and recommend effective courses of action.
- Respond to complaints or inquiries from patrons, staff, the general public, and outside organizations.
- Prepare clear, effective, and accurate reports, policies, procedures, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Maintain proper cash handling procedures, reconciliation processes, and internal controls.
- Evaluate and recommend vendors to provide library services.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of education and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to an associate's degree from an accredited college with coursework in public or business

administration, library science, information science, communications, or arelated field.

- A bachelor's degree is desirable.

Experience:

- Three (3) years of progressively responsible experience in customer service, public service, retail, hospitality, recreation, education, banking, or similar service-oriented environment that included responsibility for coordinating operations, resolving customer concerns, maintaining records, cash handling, and using computerized business systems.

- One year's experience supervising, leading, or coordinating the work of staff, including planning, training, scheduling, assigning of work; monitoring performance, and fostering a collaborative, customer-focused work environment, is required.

- Experience implementing policies and procedures, preparing reports, analyzing operational needs, and recommending process improvements is highly desirable.

- Experience working in a public library or other public service organization is desirable but not required.

Licenses and Certifications:

- Possession of, or successful acquisition within 3 months, a valid U.S. Department of State Certificate of Completion of Passport Acceptance Agent Training, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL CONDITIONS

District employees are expected to work weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).