

Ball State University
Position Description

Department: University Libraries

Dept Code: 12300

PC#: 403027

Salary Grade: 12 E

Position Title: Circulation Supervisor

Reports To: Head of Access Services

Revision Dates: 1/2000; 11/2000; 11/2005

Human Resources Representative: Rhonda Thomas

This description is intended to indicate the kinds of duties and level of difficulty required at this salary grade; it is not intended to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.

Positions Supervised: Evening Circulation Supervisor, Circulation Assistants, and students.

Position Function:

Supervise personnel and direct the operations of the Main Circulation/Information Services; assist in the maintenance of the automated circulation system and serve as a resource person for other library circulation sites; provide service to patrons and communicate circulation matters to the public.

Duties/Responsibilities:

1. Full supervisory responsibility for interviewing and selection, coaching, compensation, discipline, performance appraisal, training and career development of personnel for one or more functions within a work unit.
2. Provide Circulation and Information service to patrons; communicate circulation matters to faculty, students, staff, and other offices on campus; investigate and process main circulation fine and cost appeals, coordinate cancellation of library fines, and cost for all circulation points.
3. Interpret, analyze, and evaluate procedures, processes, and staffing patterns for automated Circulation; serve as Circulation resource person for all circulation sites; analyze and monitor reports daily for automated circulation activities to ensure accuracy of data; make recommendations for solving problems to Head of Access Services.
4. Maintain records and statistics to ensure timeliness and accuracy of reports for the Circulation area; monitor and implement the Circulation area student wage allocation.
5. Monitor the functioning of the University Libraries automated circulation system; serve as resource person for analyzing/correcting reports for Library Information Technology Services and for maintaining the integrity of patron and circulation record databases; report problems to Unit Head and Information Technology Services.
6. Coordinate activities of the unit and make necessary recommendations for staffing, equipment, and emergency situations in place the Head of Access Services.
7. Perform other related duties as assigned.
8. Maintain regular and predictable attendance.

All of the above essential functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. Requires the ability to efficiently operate a computer keyboard and programs.

Minimum Qualifications:

Education: Bachelor's degree or equivalent in education, liberal arts, management, or related field.

Experience: One through three years of supervisory or related experience; working knowledge of basic Microsoft applications.

Additional Preferred Qualifications:

Education: Master's degree in related field.

Experience: Library and management experience.