Position Description

**Title:** Circulation Supervisor

**Department:** Circulation Department, Library

**Status:** Exempt, full time, 35 hours per week, primarily evenings and weekends; schedule subject to change as needed based on office and program needs

**Report to:** Head of Circulation Services

**Purpose:** Perform a variety of essential Circulation operations, including management of the Circulation desk in the absence of the Head of Circulation Services; train and supervise student workers; manage interlibrary loan and take responsibility for specific projects

**ESSENTIAL FUNCTIONS**

**Perform Circulation operations following library policies and procedures (50%)**

- Open and close the library, implementing procedures to ensure smooth, professional operation of Circulation Department services.
- Perform circulation tasks, including checking items in and out, creating library accounts and requesting items for patrons.
- Respond to and resolve patron questions and concerns in person, over the phone and via the departmental email account in a timely and courteous manner and enforce Library policies.
- Perform advanced tasks within the integrated library system (ILS).
- Communicate effectively with Circulation Department staff and student workers about departmental workflows and issues that require group collaboration.
- Perform collection-related tasks such as shelving books, shelf reading, updating stack labels, and other tasks as needed.
- Manage inventory projects, including identifying books that lack barcodes or item records; searching for and reporting missing and lost books; and entering updated collection item data into the ILS.
- Assist patrons with electronic resources, online catalog, and basic reference materials and methods; provide appropriate referrals to area and subject specialists.
- Undertake technical tasks such as scanning, troubleshooting, and clearing jams from copiers, replacing paper and toner cartridges, and assisting patrons with copying and scanning.
- Maintain statistics as requested.
- Maintain and order Circulation Department supplies.
- Manage requests for library tours outside of regular office hours, such as nights and weekends.
- Perform other duties as assigned.
Supervision (20%)
- Train student workers in Library and Circulation policies and procedures.
- Supervise the work of student workers, including the prioritization and delegation of daily and ongoing tasks.
- Model excellent and professional service to student workers.

Manage Interlibrary Loan (ILL) (15%)
- Handle both borrowing and lending requests according to specific library policies.
- Manage the gathering and scanning of requested materials.
- Upload or mail requested materials as needed.
- Communicate with other OCLC member libraries on ILL issues.

Course Reserve Support (15%)
- Locate, retrieve, and organize physical and electronic collection materials for course reserves.
- Ensure requested course materials meet copyright law requirements.
- Help maintain an organized database of course reserve items.
- Keep faculty updated on course reserve status and assist students with access to course reserves.
- Enforce course reserve borrowing rules and policies.

QUALIFICATIONS
- Must be willing and able to work evenings and weekends
- Associate’s degree is required, or a high school diploma with previous library work experience
- Excellent communication and interpersonal skills and the ability to work under the pressure of regular contact with the public
- Demonstrated ability to multitask, prioritize, and perform detailed work accurately
- Strong organizational skills
- Ability to adapt to changing needs, including learning new systems and workflows, particularly when deadlines are at hand
- Ability to work both independently and collaboratively in the context of a small, collegial team in a changing environment
- Demonstrated flexibility, openness to innovation, as well as a commitment to continuous learning and a user-centered perspective
- Proficiency in using basic computer applications, such as web browsers, Microsoft Office Suite

PREFERRED QUALIFICATIONS AND SKILLS
- Previous work experience in a library, preferably in public services and in a research library
- Experience supervising students
- Experience with both an integrated library system and a learning management system preferred
- Knowledge of Library of Congress classification system
- College degree preferred

PHYSICAL / ENVIRONMENTAL DEMANDS
- Must be able to physically lift 30 pounds, and to push or pull book carts weighing 40 pounds
- Must be able to physically retrieve and return library materials to shelves, hold and carry library materials, and shift library materials in the stacks
- Must be able to stand for extended periods

Princeton Theological Seminary reserves the right to amend this position description at any time.
ver. April 9, 2024