

Department: Circulation
Level Five-Department Head
Hourly /Full Time: 37.5 HPW
Salary: Subject to Education & Experience

Supervisor: Reports to Library Director
Schedule: Varies; Include some evenings & weekends
Date Written/Revised: 4/17/2012

Job Responsibilities:

Work involves responsibility for the administration of the Circulation Services Department. Duties are carried out with considerable independence within the framework of established policies and program plans. Work requires the exercise of initiative, independent judgment and discretion in handling supervisory and administrative duties. Work involves supervision of staff and regular contact with the public. Incumbent hires, supervises and evaluates staff and regularly assigns departmental tasks and duties. Incumbent schedules all personnel assigned to the department and ensure a high level of customer service to the public in an effective and efficient manner. Incumbent manages the library's volunteer program. Incumbent supervises activities in the department and trains new staff and has both on-desk and off-desk time as a regular part of their schedule. Incumbent works as part of the administrative team, attending Department Head meetings, assisting in planning and other activities related to customer service. Incumbent is required to attend continuing education opportunities to stay current with accepted library practice and may attend conferences. Administrative and technical supervision is received from the Director and is generally in the form of a review of plans and programs and by periodical consultations.

Principle Duties:

- Ensures effective, efficient delivery of service to library patrons with an emphasis on providing quality customer service to all internal and external customers
- Ensures that staff understands and follows policies and procedures and helps to set and revise circulation policies and procedures as part of the administrative team
- Hires, supervises and evaluates library staff assigned to the department
- Hires, supervises and evaluates library pages
- Manages the department and assigns tasks to accomplish departmental goals
- Schedules and trains staff to carry out the duties and tasks of the department
- Coordinates, schedules and manages the library volunteer program
- Serves patrons and deals with library staff in a courteous, business-like manner
- Ensures that library equipment is operating and supplies for the equipment are available
- Assists fellow department heads in planning, coordinating and organizing specific functional, programmatic, and physical aspects of library services and facilities
- Manages and reconciles circulation system reports to assist in the maintenance of patron and circulation records on the system
- Maintains an awareness of current library issues and trends affecting all library departments; reads professional literature and attends workshops
- Performs related work as required

Knowledge and Abilities:

- o Ability to:
 - Understand and apply knowledge of library principles, methods, materials and practices, and ability to interpret such to the general public

- Supervise staff and to assign duties and tasks to ensure that the department runs smoothly and efficiently
- Learn the automated circulation systems and related policies and procedures
- Analyze a variety of administrative problems, to make sound recommendations as to their solution, and to prepare working procedures
- Apply quality customer service theory and practice in real work situations and in the application and development of policy and procedure
- Train, plan, direct, and coordinate the work of subordinates
- Communicate effectively, both orally and in writing
- Maintain composure in stressful work situations
- Deal tactfully and courteously with the public; and to establish and maintain effective working relationships with the general public as well as co-workers
- Learn and troubleshoot the operation of microfilm/fiche reader-printer
- o Must have excellent computer skills and knowledge of the Internet
- o Requires physical agility and strength to bend, reach, lift and carry up to 25 lbs up less than 10% of the time and extensive use of a computer terminal
- o General computer skills and knowledge of the Internet

Education/Certification/Demonstrated Skill Requirements:

- Bachelor's Degree in a related field, or demonstrated knowledge, skills and abilities to carry out the principal duties and responsibilities of the job after the initial orientation and training period. An MLS degree from an accredited institution of evidence of progress towards completion of an MLS Degree highly desired. Must have 3+ years of public library experience and some supervisory experience in a public library is highly desired

Working Conditions:

- Climate controlled environment

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.