

Library Department Head of Circulation

Department: Circulation

Supervisor: Reports to Library Director

Level Five-Department Head

Schedule: Varies; Include some evenings & weekends

Hourly /Full Time: PTO and Holidays

Salary: Subject to Education & Experience

Date Written/Revised: Jan 2023



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. Demonstrate strong leadership skills and a commitment to MLJ Library, mission and values including being welcoming, innovative, objective, accountable and collaborative. Work requires the exercise of initiative, independent judgment and discretion in handling supervisory and administrative duties. The work also involves supervision of staff and regular contact with the public. The Department Head supervises and evaluates staff and regularly assigns departmental tasks and duties; schedules all personnel assigned to the department and ensure a high level of customer service to the public in an effective and efficient manner. ; 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. The Circulation Department Head 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
- Supervises and evaluates library staff assigned to the department
- Assigns sections of the library to be shelf read
- Approves requests for paid time off for circulation and reference staff
- Manages the department and assigns tasks to accomplish departmental goals
- Complete schedules on a biweekly basis
- Trains staff to carry out the duties and tasks of the department
- 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 Polaris system
- Manages periodical subscriptions and orders new periodical titles

- Orders new books requested by patrons; assists with orders and processes Inter Library Loan (ILL) materials
- Ensure back up tape is changed on required day
- Generate daily reports for Circulation and as needed for, weeding and lost/damaged items
- Generate yearly reports for withdrawn and missing items
- Resolves patron and staff problems and concerns related to the circulation of library materials
- Maintains an awareness of current library issues and trends affecting all library departments; reads professional literature and attends workshops and trainings.
- Performs related work as required

Knowledge and Abilities:

- 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 in English 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 office equipment
- Must have excellent computer skills and knowledge of the Internet
- Requires physical agility and strength to bend, reach, lift and carry up to 25 lbs less than 10% of the time and extensive use of a computer terminal

Education/Certification/Demonstrated Skill Requirements:

- High school diploma or equivalent. Demonstrated knowledge, skills and abilities to carry out the principal duties and responsibilities of the job after the initial orientation and training period. Must have 2+ 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.