

APPENDIX C HEAD OF CIRCULATION SERVICES

Job Title: Head of Circulation Services

Description Type:

New

12/17/2024

Revised

Department: Circulation Services

Pay Grade: 8

FLSA Status: Exempt

Reporting Relationship:

Reports to (Title): Deputy Director of Public Services

List of direct reports (by Title): Applicable Not Applicable

Circulation Assistants

Pages

Position Summary:

The Head of Circulation Services, under the supervision of the Deputy Director of Public Services, is responsible for assuring high patron satisfaction with all aspects of the Circulation Department functions in accordance with current Library policies and procedures and in cooperation with other departments and the Library mission and vision, especially where they relate to the circulation of library materials, orderliness of the collection and maintenance of patron records.

Essential Job Duties and Responsibilities

- Manage and supervise the day-to-day operations of the Circulation Services Department
- Prepare and administer departmental budget for the Library Director's approval
- Hire, train, evaluate and mentor personnel and supervise their work
- Maintain awareness of trends in the profession
- Lead the Circulation team in providing excellent patron service
- Maintain patron records
- Maintain and troubleshoot hardware related to circulation: self-check stations, security gates, hold lockers and RFID pads.
- Train and supervise Circulation Assistants in the maintenance and check-in of Library of Things items
- Together with the Circulation Assistants, assure the return of materials through overdue and fine notices
- Supervise the Pages as they return items to the shelves and oversee the collection making sure it is neat and in order
- Conduct tri-annual inventory of the various collections
- Collect and maintain statistics reflecting the activity of the Circulation Department
- Prepare monthly and annual Circulation reports
- Public service duties may include working the Circulation Desk or being a voter registrar or notary

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- Collaborate with other departments and staff and make changes as necessary to best serve the needs of the Library and its patrons
- Develop policy and procedure recommendations
- Serve as a member of the Library's Management Team
- Serve as PICL as needed
- Participate in ongoing library-wide events, meetings and committees
- Other duties as assigned

Qualifications:

- BA/BS Degree preferred
- Minimum two years' experience in a public service position in a public library
- Prefer two years' supervisory experience
- Working knowledge of integrated library systems and circulation services
- Demonstrated ability of communication and interpersonal skills in order to work with all library departments and function cooperatively within the management team
- Computer skills with working knowledge of Microsoft Office
- Valid driver's license and proper vehicle insurance or ability to travel

Working Conditions/Physical Requirements:

Ability to:

- Work in a typical office environment
- Stand, sit, walk, bend, stoop and climb intermittently
- Talk and hear
- See close, far and have the ability to adjust focus
- Finger, handle and feel equipment and objects
- Reach with hands and arms
- Occasionally lift 25 pounds and push/pull 150 pound carts