

Circulation Services Manager

Reports to: Director

Typical Responsibilities of Position

At the direction of the Director, oversees the operations of adult circulation and technical services.

Supervision Role

Supervises the work of the Circulation department and volunteers, including staff selection, training, and performance review.

Duties/Examples of Work

1. Helps develop overall library policies, goals, objectives, and plans.
2. Directs daily circulation operations.
3. Evaluates effectiveness of department activities and results of output measurements.
4. Oversees staff development and training of department staff.
5. Participates in hiring process of library staff.
6. Plans, recommends, and implements library policies and procedures for the Circulation department.
7. Oversee patron account reconciliation, this includes: lost/damaged, problem items, fines and fees, patron blocks.
8. Serves as a member of the library's management team and as advisor to the Director in matters related to Circulation.
9. Coordinates and orders supplies for entire library.
10. Assist library users at the service desks and perform routine circulation duties.
11. Gather circulation statistics for monthly and annual reports.
12. Performs other related work as assigned.

Knowledge and Abilities

1. Ability to direct and supervise the work of others.
2. Ability to effectively present information and respond to questions from patrons.
3. Ability to employ appropriate techniques to establish service needs and to see that they are met.
4. Ability to maintain confidentiality of library patron information.
5. Ability to gather statistics, analyze information and write reports.
6. Ability to operate library business machines properly which may require knowledge of databases and search methods.
7. Ability to understand library policies and procedures and apply them to library operations.
8. Ability to use and learn computer software and manage computerized files.
9. Ability to use knowledge and training to serve the needs of the library productively.
10. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
11. Ability to interpret technical regulations and instructions.
12. Advanced knowledge of library operations, services, and materials.
13. Considerable knowledge of modern administrative theory and practices.

14. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers and supervisors.
15. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
16. Mobility: travel to meetings outside the library.
17. Demonstration of good character as determined through a background investigation.

Requirements of Position

1. Analytical skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. Communication skills: effectively communicate ideas and information both in written and verbal form.
3. Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge or training without supervision.
4. Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication and division) with or without the aid of a calculator.
5. Planning and organization skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
6. Problem-solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
7. Reading ability: effectively read and understand information contained in memoranda, reports, and bulletins.
8. Time management: set priorities in order to meet assignment deadlines.
9. Use of the telephone.
11. Keyboarding and computer skills.
12. Some lifting and carrying, pushing and pulling up to 35 lbs required.

Environmental/Working Conditions

1. Some evening and weekend hours.
2. Inside work environment.

Equipment Used

Media equipment, book truck, calculator, cash register, computer workstation, copy machine, fax machine, telephone.

Education and Experience

1. Master of Library and Information Science degree from an American Library Association accredited institution preferred.
2. Management and supervisory responsibility or at least three years of progressively more responsible library experience required.