



## Head of Circulation Library

LIB/5

### JOB SUMMARY

The Head of Circulation is responsible for managing, planning, overseeing, developing, and implementing the work of the Howe Library circulation department and providing direct service to library patrons.

### MAJOR DUTIES

#### *Administrative*

- Manages the day to day operations of the circulation department. Oversees and performs all routines associated with the check-in and check-out of library materials; addresses and resolves operational issues.
- Manages and uses the Integrated Library System (ILS) as it pertains to circulation. Ensures that library circulation system provides efficient and effective service to patrons.
- Oversees financial transactions and related procedures as these pertain to circulation and computer services; ensures transactional accuracy and integrity.
- Leads circulation department meetings; participates in meetings with staff, the public, and collaborating groups and organizations; serves on committees and consortia; disseminates information about library services, resources and continuing education opportunities.
- Collects, analyzes, and generates reports on statistical and other complex data pertaining to circulation department operations and services.
- Prepares monthly and special reports for the Library Director.
- Oversees patron record database. Safeguards confidential and/or restricted patron information.
- Safeguards confidential or sensitive personnel-related information, including but not limited to managerial-level communications related to organizational structure and staffing.

Supervisory

- Trains, supervises, evaluates, schedules, coordinates work, and assigns job tasks to circulation department employees.
- Facilitates a cooperative work environment.
- Initiates projects, manages teams, and motivates department staff.
- Identifies staff training and professional development needs. Determines appropriate professional development resources and opportunities for circulation staff and pursues these in consultation with the Library Director.
- Addresses and resolves job performance, disciplinary, and other employee relations matters consistent with town policy, subject to the Library Director's pre-approval (normally after consulting the Human Resources Director. Approaches these matters tactfully and with a view towards helping all department staff succeed in their positions.
- Formally disciplines employees when such action is warranted under town policy and approved in advance by the Library Director, (normally after consulting the Human Resources Director).

Technical

- Works with the Head of Technical Services to resolve issues pertaining to the library's circulation system.
- Helps identify technologies that improve library services and user experience; evaluates cost effectiveness of and potential alternatives to existing products and services.
- Maintains advanced technical proficiency in the use of ILS as it pertains to circulation processes and procedures; stays up to date on latest technological developments.
- Ensures that circulation staff develop and maintain required technical skills and competencies, consistent with their job duties and performance expectations.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION**

- Knowledge of library science and administration.
- Advanced knowledge and skill in the use of ILS, including circulation-related databases and reporting modules.
- Knowledge of circulation-related procedures and processes and the ability to provide clear guidance and instruction to library staff and patrons in these areas.
- Knowledge of Howe Library and Town of Hanover policies and procedures, as well as relevant state and federal laws, rules and regulations.

- Skill in management and supervision of staff.
- Skill in problem solving and decision making.
- Skill in report preparation and presentation.
- Skill in oral and written communication.
- Skill in interpersonal and public relations, including the ability to communicate calmly and tactfully with a wide range of individuals, occasionally during stressful or urgent situations.
- Skill in providing all types of customer service, i.e., face to face, telephone, e-mail, etc. Ability to address and resolve concerns with tact, courtesy, and sound judgment.
- Skill in the use of computers and job-related software programs, including but not limited to MS Word and Excel.
- Skill in handling confidential information, records, and data.
- Ability to maintain (and model for other staff) a positive and professional attitude while managing multiple job responsibilities.

#### SUPERVISORY CONTROLS

The Library Director assigns work in terms of general instructions. The Director spot-checks completed work to the extent necessary to ensure successful outcomes.

#### GUIDELINES

Guidelines include Howe Library and Town of Hanover policies and procedures, *American Library Association* guidelines, copyright laws, and relevant state and federal laws, rules, and regulations. These guidelines require judgment, selection, and interpretation in application.

#### COMPLEXITY/SCOPE OF WORK

- The purpose of this position is to manage the Howe Library's circulation operations. Successful performance in this position contributes to effective and efficient library operations.
- The work consists of varied administrative, supervisory, technical and direct service duties.

#### CONTACTS

- Contacts are typically with library staff and other town employees; library patrons; other libraries in the region; local boards and committees; and the public at large.
- Contacts are typically to give or exchange information; resolve problems; provide, coordinate or develop library services; and supervise staff.

#### PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed indoors and while sitting, standing, walking, bending, or stooping. The employee occasionally lifts light or heavy objects.
- The work is typically performed at the Howe Library, with occasional meetings, conferences, and events off site.

#### SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position directly supervises the circulation department staff.

#### MINIMUM QUALIFICATIONS

- Master's degree in a course of study related to the occupational field.
- Five years of public library experience, including three years directly supervising employees. OR The equivalent combination of education and work experience sufficient to excel at all facets of the position.
- Public service experience desirable.