

Position Purpose:

The purpose of this position is to oversee and manage all aspects of Circulation services of the library under the direction of the library director; supervising staff and volunteers in the efforts of providing customer service to the community's patrons. In addition, this position is responsible for the collection management of adult media and the unusual items collection.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Performs and supervises all manual and automated Circulation operations and services, such as charging and discharging material, providing first line reader/viewer advisory services, managing overdue materials, fines, and reserves, maintaining patron records and overseeing Circulation supplies.
- Oversees selection of, training, and supervision of Circulation staff.
- Ensures that library employees are well informed and properly trained to carry out Circulation policies and procedures accurately and consistently.
- Schedules circulation staff/Library Assistants to ensure the Circulation Dept has proper coverage at all times.
- Manages the Circulation Department's schedule in conjunction with the library's salaries budget.
- Performs and supervises all manual and automated procedures related to the Commonwealth Catalog.
- Maintains reserve systems for library materials. Ensures that the reserve operations are accurate, dependable and consistent with policies and procedures.
- Maintains a variety of Network Circulation statistics and reports for the Library Director and the Board of Trustees. Analyzes information and makes recommendations as needed.
- Ensures that materials shelved or on display on the library's first floor are in order.
- Produces current promotional material and displays on services and resources.
- Contributes to the content and development of the library's website.
- Keeps up with library users' interests and changing library trends.
- Provides reader and viewer advisory services, and has knowledge of other resources and services available at or through the library.
- Assists patrons in locating materials throughout the library.
- Provides online catalogue assistance to users as needed.
- Responsible for collection development of adult audiovisual materials, including ephemera.
- Monitors community bulletin board.
- Participates in department meetings to review policies, procedures and initiatives.
- Contributes to fostering staff teamwork by: being respectful and supportive of the efforts of staff in all Library departments; keeping other staff members informed of relevant activities; keeping informed of relevant activities of other departments; addressing problems and conflicts with coworkers directly, tactfully and cooperatively; participating fully in Circulation desk duties when scheduled for desk coverage; filling-in on the schedule for other staff; and performing other related tasks as needed.

- Plays a crucial role in fostering a positive image of the library to the public. Maintains courteous, enthusiastic and supportive attitude when interacting with the public.
- Represents the library at Minuteman Library Network Circulation committee meetings.
- Participates in staff and department head meetings, as well as staff development.
- Maintains the system for circulating and tracking Museum Passes
- Assists with library programming as needed.
- Provides input into the policies, loan rules, and fine structures related to Circulation.
- Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree required. Master's Degree in Library Science or enrollment in a library of science graduate program from an accredited institution is highly desired. One to two years working with patrons in a library setting. Experience with automated circulation services in a public library. At least two years of supervisory and staff development experience. Any equivalent combination of education and experience, which demonstrates possession of the required knowledge, experience, abilities and skills, will be considered.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles and practices of public library operations and service, and familiarity with automated library services and applications. Extensive knowledge of word processing, spreadsheet software applications, online databases, and social media outlets, website management, e-reader technology, calendar management software, and other related applications. Maintains working knowledge of current and emerging circulation services and collection development of public library collections.

Ability: Ability to deal effectively with the public in a courteous and tactful manner (including children and young adults). Strong ability to communicate effectively both verbally and in writing. Ability to direct the work of staff and to establish and maintain good working relationships with other library staff and volunteers. Ability to train others in system uses. Ability to speak in public. Ability to fairly and tactfully enforce library policies. Ability to work in a fast paced environment.

Skills: Excellent planning and organizational skills. Excellent customer services and public relations skills. Ability to adeptly use Microsoft Office Suite, and other web and software programs as needed.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tasks require the ability to exert light physical effort, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (40 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Certain tasks require the ability to view computer screens and print materials for extended periods of time. Certain tasks require verbal

communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Supervision:

Supervision Scope: Performs professional library work of a diverse nature; requires the exercise of independent judgment and initiative in the planning and provision of Circulation services.

Supervision Received: Work is performed under the general direction of the Library Director. Employee establishes own work plan and completes work in accordance with established library policies and standards. Unusual situations or cases involving clarification of library policies and procedures or questionable situations are referred to the Director.

Supervision Given: Exercises immediate supervision of the part-time staff (6) and volunteers to whom assigned duties are in the Circulation Department. Responsible for training and scheduling staff.

Job Environment:

- Work is performed under typical library conditions; the noise level is moderate at most times.
- Essential functions are regularly performed without exposure to adverse environmental conditions.
- Library operating hours regularly require evening and weekend work.
- Receives, evaluates and resolves most customer and staff issues related to Circulation. Only refers unusual situations to the Director.
- Provides direct customer services. Interacts with customers of all ages and interests in carrying out Circulation desk operations and reader advisory services.
- Has access to confidential information concerning library users and members of staff.
- Operates and troubleshoots standard office equipment including computers and peripherals, telephone, and library equipment. Regular use of Microsoft Office (specifically MS Word, MS Excel) required, management of library calendar through calendar software required, and use of various software systems to manage library technology.
- Has constant contact with the general public, other Town Departments, Library Trustees, Friends of the Library and many community organizations.
- Adjusts pace and priorities based on the level of activity; and multi-tasking – balancing two or more duties effectively.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.