Scarborough Public Library Job Description

Position Title: Circulation Manager
Department: Circulation
Reports to: Library Director
Date: September 8, 2023

The Circulation Manager facilitates a positive experience for library patrons by effectively managing all functions of the circulation department, the first point of contact for library users.

The Circulation Manager provides direct assistance to patrons through the circulation of materials while also completing the many administrative duties of the position.

As a member of the library’s management team, the Circulation Manager works with the Library Director and other department heads to formulate circulation and general library policies and procedures.

PRIMARY RESPONSIBILITIES

Circulation and public service
Checks materials in and out using circulation software;
Processes interlibrary loan transactions, preparing items for courier or mail delivery;
Answers the telephone, directing incoming calls as appropriate;
Greets patrons and answers directional questions;
Issues library cards and provides orientation to new patrons;
Collects cash and processes credit card transactions;
Assists the public in the use of the Self-Check and refills printer paper as needed;
Assists the public with photocopier, scanner, and fax machine, refills paper and toner;
Interprets library policies to the public, referring to other staff as needed;
Prepares overdue notices;
Assists the public in locating and obtaining library materials;
Identifies damaged materials, transferring them to appropriate staff;
Notes collection deficiencies and refers to appropriate staff;
Forwards patron requests for purchase of materials to appropriate acquisitions staff member;
Assists with opening and closing procedures throughout the library;
Maintains the appearance, order, and security of the circulation desks and workspaces, the new book area, the book sale area, and the front foyer;
Promotes library membership and encourages use of physical and digital library resources;
Promotes appropriate behavior of those using the library;
Covers other departments for short periods as needed;
Assists with arranging furniture for library events as needed;
Books meeting room and provides orientation to the facility and equipment;

Management
Monitors the daily operation of the online circulation system and calendar;
Represents the library on circulation matters at Minerva consortium meetings;
Maintains operation manuals for the circulation area;
Prepares and maintains circulation statistics and patron usage reports;
Maintains inventory of circulation supplies, reporting needs to appropriate staff;
Recommends operational or policy changes to ensure the highest quality public service;
Consults on acquisition of equipment related to circulation services;
Ensures circulation information in brochures and on website is accurate;
Prepares bills for lost or damaged materials using accounting software and maintains records of these items;
Prepares bills and corresponds with other libraries regarding interlibrary loan materials;
Prepares daily cash for bookkeeper and verifies weekly cash summary;
Prioritizes the flow of materials for return to the shelves;
Assists the public in resolving circulation problems, referring to other staff as needed;
Maintains membership records and currency of patron database;

Supervisory Responsibilities
Trains, schedules, and supervises circulation assistants, pages, substitutes, and volunteers assigned to circulation area;
Communicates library policies, procedures, and information to department staff;
Conducts circulation staff meetings;
Encourages a friendly, welcoming, and organized service environment;
Models and promotes excellent customer service and acts to correct any deficiencies by circulation staff in upholding this standard;

Conducts personnel performance reviews for circulation assistants and pages;
Recruits and interviews candidates for circulation assistant and page positions and makes hiring recommendations to the Library Director;
Serves as employee in-charge when assigned by the Library Director or senior staff;
Performs other duties as assigned.

ACCOUNTABILITY

The Circulation Manager reports to the Library Director and is expected to work with latitude for independent action and decision-making in circulation matters. Direction may also be given the Assistant Library Director or the employee-in-charge. The Library Director is responsible for hiring and termination decisions. Performance reviews are conducted by the Library Director.

QUALIFICATIONS

A bachelor’s degree with three years increasingly responsible library experience is required. The ability to work with a diverse public in a friendly, diplomatic manner is essential. Considerable experience in clerical work of a responsible nature is expected with accuracy and attention to detail essential.

Knowledge of supervisory methods, including work delegation, scheduling, evaluating performance, and maintaining morale is expected. Strong interpersonal skills are essential to building rapport with library patrons and co-workers.

The position requires using library circulation software, the internet, Microsoft Word, Excel and Publisher, accounting software, and other computer applications in a networked Windows environment. Previous experience with III library software a plus. Familiarity with or awareness of digital services offered by the library is helpful. Excellent verbal and written communication skills are essential.

This patron-facing position requires a positive attitude, a desire to enthusiastically promote library resources, and a commitment to providing an excellent patron experience. Adaptability, and a willingness to learn new skills are key as library services are constantly evolving.

PROFESSIONAL ACTIVITIES

The Circulation Manager is expected to keep abreast of developments in customer service, circulation software, and circulation procedures through professional memberships, professional reading, attendance at conferences, workshops, and continuing education.
PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

Physical demands herein are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is also regularly required to stand for long periods; walk; sit; grasp, grip, and reach with hands and arms; climb or balance; and stoop, kneel or crouch. Employee must lift and/or otherwise move objects of up to 50lbs and transport loaded book carts.

Specific vision abilities required by job include close vision, color vision, and ability to focus.

Employee is expected to use a keyboard, mouse, computer monitor, and hand scanner in performance of job requirements.

Focused attention to detail in busy environment is essential. Dexterity and good hand-eye coordination is necessary to perform assigned tasks.

WORK SCHEDULE

This is an exempt, salaried position. The Circulation Manager works a combination of weekdays, evening(s), and occasional weekend hours as needed by the employer. A typical work week is 40 hours. Flexibility in scheduling is necessary.

WAGE AND BENEFITS

Salary range starts at $56,950 ($27.38/hour) and will be determined based on experience and education. Benefits available with this position include: vacation, sick, and personal leaves; medical, dental, life, and disability insurance; 401 money purchase retirement plan with optional 457 deferred compensation plan.

9/8/2023