

CIRCULATION DEPARTMENT HEAD

(Range 116)

DEFINITION

Performs a variety of public service and supervisory work in the planning, coordination, and operation of the Circulation Department.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Branch Manager.

Exercises direct supervision over Circulation Department staff.

ESSENTIAL AND MARGINAL FUNCTIONS--Essential and marginal functions and responsibilities may include, but are not limited to the following:

Essential Functions:

1. Ensures the efficient operation of the Circulation Department.
2. Exercises decision making skills in dealing with patrons; staff issues; waiving of fines; and organization, withdrawal, and acquisition of Circulation Department materials.
3. Participates on interview panels and selects staff for Circulation Department.
4. Supervises subordinate staff to include scheduling, disciplining, working with staff to correct deficiencies, and completing performance evaluations.
5. Directs and prioritizes the work of subordinate staff.
6. Administers the training process of subordinate staff.
7. Supervises collection and accounting of fines and fees collected by the Circulation Department.
8. Provides public service at the Circulation Desk to include checking library materials in and out, maintaining patron accounts in the collection of fines and fees, and registering and issuing patron cards.
9. Performs telephone receptionist duties, ascertaining the nature of the call, and either personally assisting the caller or directing the caller to the appropriate individual or department.
10. Responds to and resolves patron complaints and concerns in a timely and courteous manner.
11. Compiles, analyzes, and submits Circulation Department statistics.
12. Interacts extensively in person, over the telephone, or via e-mail with patrons, district-wide staff and management, outside agencies, vendors, and other libraries.
13. Responds to requests for information and assistance from the general public, Library District staff and management, and outside agencies.

CIRCULATION DEPARTMENT HEAD
PAGE 2

14. Composes correspondence to patrons and Library District staff and management.
15. Distributes to, collects, and counts money from other departments within assigned library branch.
16. Checks in new materials and maintains related records.
17. Directs patrons to the general location of library materials.
18. Performs routine shelf checks to ensure continuing physical maintenance and proper location of library materials.
19. Maintains and files records and reports appropriate to the Circulation Department.
20. Orders and processes various materials to include office supplies and paperback books.
21. Utilizes automated library systems, personal computers, and e-mail.
22. Operates general office equipment including but not limited to: facsimile machine, telephone, and copy machine.
23. Performs general maintenance and repairs to Circulation Department equipment.

Marginal Functions:

1. Retrieves materials from book drops.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Public library methods and practices especially those relating to the Circulation Department.
2. General clerical methods and practices.
3. Automated library systems.
4. Effective supervisory techniques and practices.
5. Record keeping principles and methods.
6. Filing practices and procedures.
7. Basic accounting principles and methods.
8. Library District, branch, and Circulation Department policies and procedures.
9. Library District terminology and functions.

**CIRCULATION DEPARTMENT HEAD
PAGE 3**

10. Correct English usage, spelling, punctuation, and grammar.
11. Be decisive in routine and non-routine problem solving in accordance with Library District and Circulation Department policies and procedures.

Ability to:

1. Type at a speed necessary to perform essential functions.
2. Interpret and explain Library District and Circulation Department policies.
3. Supervise and direct the work of subordinate staff.
4. Work independently and as part of a team.
5. Accept and manage change and maintain flexibility.
6. Exercise initiative, independent judgment, and discretion.
7. Effectively perform the full range of Circulation Assistant duties.
8. Perform multiple tasks concurrently.
9. Understand and follow oral and written instructions.
10. Communicate clearly and concisely, both orally and in writing.
11. Serve customers with patience, tact, and courtesy.
12. Maintain effective working relationships with those contacted during the course of work.
13. Maintain mental capacity for effective interaction and communication with others.
14. Communicate with and elicit information from difficult, upset, and irate individuals.
15. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - walking, sitting, or standing for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
16. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;

**CIRCULATION DEPARTMENT HEAD
PAGE 4**

- reading and writing;
- operating assigned equipment.

Skilled in:

1. Use of automated library systems.
2. Use of personal computers and associated software.
3. Use of library and general office equipment.

QUALIFICATIONS

Training and Experience:

Bachelor's Degree required; two (2) years experience as a Circulation Assistant required; and one (1) year of supervisory experience required; typing skills required; and demonstrated ability to effectively supervise and motivate subordinate staff, and to develop and maintain positive relationships with library customers and patrons, district-wide staff and management, and others in the performance of duties required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

Physical Requirements:

Essential and marginal functions may require maintaining the physical condition necessary for frequent standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds); occasional lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting, or standing for extended periods of time.

Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

**CIRCULATION DEPARTMENT HEAD
PAGE 5**

FLSA NON-EXEMPT

CBA SUPERVISOR II

DEVELOPED: JULY 1, 1995

**REVISED: APRIL 24, 1998
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