

South Holland Public Library

16.0 Job Descriptions



16.5 JOB TITLE: Head of Circulation Services
DEPARTMENT: Circulation Services
REPORTS TO: Library Director
SUPERVISES: All Circulation Services Department Employees

POSITION SUMMARY:

This exempt, full-time position is responsible for the supervision of all circulation service functions in conformance with library policies, procedures and professional standards.

Responsibilities and Duties:

- Provides friendly, courteous and accurate service to all users.
- Hires, trains, evaluates, supervises and manages Circulation Services staff.
- Manages all functions and activities of the Circulation Department.
- Maintains patron records.
- Maintains billing records.
- Performs circulation, interlibrary loan and reciprocal borrowing functions.
- Responsible for billing and collection activities of the department.
- Maintains circulation statistics over time in order to prepare monthly and annual reports for the Library Director.
- Assists in the development of department budget and oversees appropriate expenditures of funds.
- Recommends, develops, implements and evaluates plans for Circulation Services.
- Maintains technical proficiency in SWAN practices for patron records, interlibrary loan and all other circulation functions.
- Responsible for maintaining patron records, billings and receipts according to library standards and policies.
- Resolves problems with patron records, billing, etc.
- Provides services to the homebound and resident facilities in the community.
- Oversees interlibrary loan and photocopy requests.
- Assists with interlibrary loan as needed.
- Scheduled at the Circulation Desk on an as needed basis.
- Attends continuing education and networking events.
- Coordinates the effective marketing of the Circulation Services Department through the library's newsletter, website, social media, and traditional media.
- Oversees the recruiting, scheduling and activities of volunteers in Circulation Services.
- Represents the South Holland Public Library in the community and at events.
- Develops and maintains regular communication with nursing and other residential facilities, community groups, business organizations and other user groups.
- Acts as person-in-charge with other management team members in the absence of the Library Director.
- Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.

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- Assists in maintaining an appropriate atmosphere in the library.
- Creates and maintains Circulation procedure manual.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

Knowledge, Skills and Abilities:

- Knowledge of professional library standards and best practices in circulation and outreach services.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to exercise initiative and make independent decisions.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to develop and implement policies and procedures.
- Ability to supervise and manage a department.
- Knowledge of integrated library systems.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Head of Circulation Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

Minimum Qualifications:

- Minimum of four (4) years of public library experience in a circulation services position.
- College coursework in Library Science preferred.
- Supervisory experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.