



Peter White Public Library - Job Description

Circulation Services Department Head

AFSCME Designation: Union Employee
Classification: Full-Time
Benefits: Full benefits

Supervisor's Title: Assistant Director
FLSA Status: Non-Exempt
Supervises: Circulation Aides and Library Pages

Position Purpose:

Department Head position responsible for directing, planning and implementing all activities related to the circulation services department. Ensures that the library circulation desk is providing excellent patron services in a highly technological environment.

Education and/or Experiences Qualifications:

To perform this job successfully, an individual must have the following education and/or experience:

- Bachelor's Degree in a relevant field, Master's Degree in Library or Information Science preferred.
- Three to five years' relevant library work experience.
- Two to three years' supervisory experience and/or project management experience.
- Experience with Library Automation Systems; Sirsi Dynix experience preferred.
- Ability to use all productivity software including Windows and Microsoft Office programs.
- Must possess strong computer skills and ability to troubleshoot.
- Demonstrated ability to use good judgement in all situations.
- Possess a proactive public service philosophy.

Position Essential Functions and Responsibilities:

- Provides leadership to and supervises Circulation services staff. Includes: hiring, training, supervision and evaluation of staff. Schedules regular Circulation Services staff meetings to address the needs of staff.
- Collaborates with Superiorland Library Cooperative and Upper Peninsula Region of Library Cooperation. Serves on SLC/UPRLC committees as appropriate and participates in cooperative wide initiatives with high patron value.
- Demonstrates the ability to resolve conflict in a thoughtful and effective manner.
- Possesses strong interpersonal communication skills and teamwork philosophy.
- Ability to explain library policy/procedures to staff and patrons and do so in a positive manner.
- Ensures that PWPL patrons receive the highest level of customer service.
- Participates in the Michigan Library community via MLA and other relevant organizations.
- Demonstrates the ability to make sound decisions and inform Library Director of issues as they arise.
- Serves as go-to person for Library Automation software questions and report running. Keeps accurate and relevant statistics and presents a monthly department report to the Library Board.
- Coordinates collection agency activities, records and correspondence.
- Maintain confidentiality of all computer records in accordance with local, state and federal laws and regulations.
- Takes an active role in the overall administration of Circulation Services including planning, policies, procedures and budget preparation.
- Maintains a regular schedule working at Reference Desk.
- Participates in monthly Department Head meetings and serves as liaison between Library Director and Circulation and Page Staff. Participates in staff committees as needed.



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- Serves as building supervisor when on duty. Includes addressing: patron issues, security concerns, and potential problems. Demonstrates the ability to make sound decisions and inform Library Director of issues as they arise.

Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills and/or abilities required to perform each duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

- Customer Service – Provides prompt, attentive, and friendly customer service in person, by phone, or electronically; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from patrons to improve service; meets commitments; shows willingness to go out of their way to help patrons.
- Teamwork – Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction, including good decision making; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworker feedback and incorporates feedback into revised processes; completes work on time and with proper quality; supports cross-training and shares learning with others; understands we are all stewards of the taxpayers.
- Communication and Media – Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including, but not limited to: email, Internet, and social media sites. Demonstrates proficient use of the English language.
- Adaptability – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- Image – Portrays a positive image of the Library; is a strong public ambassador and promotes Library programs and services during patron interactions. Promotes Library mission and complies with Library policies. Participates in the community as a representative of the Library.
- Technical – Proficiency in using computers and related software; experience with Library management system software, including cataloging systems and public interface systems.

Physical Demands

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.

- The employee frequently is required to:
 - Stand, walk, and sit
 - Use hands and fingers to handle books, paper, and technology
 - Speak and listen to others
 - See and read
 - Reach with hands and arms
 - Stoop, kneel, crouch, or crawl
- The employee must be able to lift up to 40 pounds without the assistance of another person. Must be able to frequently lift and/or carry objects weighing up to 25 pounds.



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- The employee must frequently push, pull, and maneuver full book carts.