

**Albion District Library
Circulation Manager
Job Description**

Supervised By: Library Director

Part-Time: 35-40 hours/week (average); temporarily under reduced hours

Pay Rate: \$15-17/hr. depending on qualifications

Summary

Under the general direction of the library director, the Circulation Manager supervises circulation staff and functions, coordinates interlibrary loan services, provides general reference and information services to the public, works regularly scheduled desk shifts, and serves as Lead one night weekly and on regularly scheduled Saturdays.

Salary and Benefits

This is a full-time, hourly, non-exempt position scheduled for 35-40 hours per week. Benefits include paid health, vision, dental, and life and long-term disability insurance; pension (7%); and paid holidays, vacation (after one year), sick leave (after 6 months).

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Coordinates and supervises the work of circulation staff (part-time, casual, and work study employees) including, but not limited to: scheduling, approval of time sheets and leave requests, training, assigning tasks, evaluation/performance reviews, and discipline/dismissal.
- Serving the public at the Public Services Desks as scheduled, including regularly scheduled evenings and Saturdays, by checking in and out library materials; collecting overdue fines; registering new patrons; processing name and address changes; inspecting returned library materials for damage; and providing technical assistance to patrons in the use of technology, systems, and databases.
- Maintains the customer accounts database.
- Runs circulation reports; analyzes and evaluates circulation data; makes recommendations based on data analysis.
- Makes customer account and circulation decisions using good judgment that balances customer satisfaction that policy intent.

- Coordinates interlibrary loan services, serving as first contact for other libraries or MeL on interloan concerns, and supervises staff performing interloan duties.
- Coordinates volunteer schedules and duties with other members of the Leadership team.
- Assists with back-up duties in the absence of circulation staff, as needed to facilitate smooth coverage during breaks and leave.
- Provides routine information to the public and staff in person, by email, or by telephone regarding the Library's circulation policies, procedures, and availability of materials.
- Provides direct public service and serves as Lead one night weekly and regularly scheduled Saturdays in accordance with circulation policies, procedures, and best practices.
- Collaborate on initiatives to increase library use.
- Performs other duties as assigned

Authority to make decisions

- The Circulation Manager works under general supervision with considerable latitude in exercising independent judgement and discretion subject to library policies, procedures, and professional practices. Concerns and problems outside the specific policies are brought to the Library Director for consultation.

Relationship to other jobs and departments

- The Circulation Manager is part of the Leadership Team, attending meetings to discuss issues and make recommendations related to all aspects of library services and personnel. Decision-making resides with the Library Director who brings relevant issues to the Library Board for action.

Skills, experience, and education

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position.

Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Ability to establish and maintain effective and positive working relationships and use good judgment, initiative, and resourcefulness when dealing with the public, coworkers, and supervisors
- Effective written, organizational, and oral communication skills, including a willingness to seek clarification when needed
- Evidence of a career that includes flexibility and positive attitude toward change; ability to adapt to frequent changes in priorities and workload as circumstances dictate; open-mindedness, fairness, and the ability to see multiple perspectives; initiative and creative

problem-solving skills; willingness to take risks; and willingness to accept responsibility for professional and personal growth

- Ability to work both independently and collaboratively.
 - Desire and ability to provide excellent customer service.
 - Enthusiasm for the work and mission of public libraries.
 - Working knowledge of current technology, ability to learn new technologies quickly
 - Proficiency in using MS Office applications; Google Docs, Forms, and Sheets
 - Visual acuity and physical skills necessary to retrieve library materials from shelves and storage areas, maintain library materials, and operate equipment. Will also be required to have the physical ability to push/pull fully loaded book carts and lift/carry materials weighing up to 25 pounds.
 - Hearing ability to answer telephone and patron inquiries.
 - Basic mathematical skills necessary for routine calculations.
 - High school diploma or equivalency certificate required.
 - Minimum of two years customer service experience required, with library experience preferred.
 - Two years of management experience required.
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- The successful candidate will recognize and support the values, mission, and role of Public Libraries in Michigan and the U.S., including, but not limited to, the American Library Association's Library Bill of Rights, Freedom to Read Statement, and Privacy: An Interpretation of the Library Bill of Rights.

Physical Demands and Work Environment

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals 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 frequently required to reach with hands and arms, bend and squat to access materials, and manipulate, handle, or feel objects and equipment. The employee must frequently lift and/or move light-weight objects. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus. Frequent sitting/standing in one position may be required for extended periods of time.

Generally, the employee will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust, and noise. Work hours may be varied, including daytime, evening, and weekend hours.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.