



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE:	Circulation Manager	LAST UPDATED:	January 18, 2016
DEPARTMENT:	Library	JOB CLASS:	48
REPORTS TO:	Library Director	FLSA DESIGNATION:	Exempt

Summary: Under general direction of the Library Director, the Circulation Manager is responsible for managing the staff, budget, and activities of the Circulation Division. The Circulation Manager also serves as a member of the Library Management Team to assist with the development and implementation of Library policies and procedures, supervision of personnel, planning and organization of services to the public.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Implements and conveys Library policies and procedures.
- Evaluates and adjusts Circulation Services' library functions and services to meet the needs of the community in accordance with the Library's Mission.
- Hires, directs, schedules, trains, reviews and evaluates circulation staff.
- Evaluates and makes recommendations on staff development needs, staffing allocations, disciplinary actions and other Circulation Services' division personnel matters.
- Plans, coordinates and reviews the work plan for assigned employees to include work activities, projects and programs.
- Meets with assigned staff to identify and resolve problems
- Establishes performance measures and standards for assigned staff and evaluates performance of assigned staff against those measures.
- Under the direction of the Director assists with annual Library budget development.
- Prepares and monitors the Circulation Services' annual operating budget; makes recommendations for maximizing fiscal effectiveness and efficiency; directs and evaluates Circulation Services cost of service and rate studies.
- Works with the Director and other members of the management team to develop long-range and strategic plans for the Library System. Assists in the creation, revision, and interpretation of library policies and procedures.
- Develops orientation programs, in-service training, and continuing education opportunities for staff who serve in Circulation Services.
- Creates and maintains a circulation manual and other necessary training materials for new circulation employees.
- Responds to patron's circulation concerns and complaints and follows up with appropriate action.
- Represents the Library to citizens, elected officials, and professional associations.
- Ensures compliance with pertinent Federal, State, County and City laws, regulations and ordinances.
- Assists Director and other members of the management team to develop long-range and strategic plans for the Library System.
- Designs, plans, implements, evaluates, and improves the present and future public service needs of the Library in conjunction with the Library Director and other library division Managers.



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- Monitors trends, developments, technologies, products, and practices in professional library journals, web sites, Internet contacts, and through meetings, conferences and training.
- Submits monthly narrative, statistical, productivity, and activity reports
- Supervises and assists with the formulation of library service goals and objectives.

Other Important Duties:

- Performs routine circulation desk duties as necessary.
- May be subject to working extended hours, nights and weekends.
- Travels to attend meetings, conferences and training.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge and Skills:

- Knowledge of City policies and procedures.
- Knowledge of the mission, principles and best practices in library circulation.
- Knowledge of customer service practices and techniques.
- Knowledge of library trends and innovations.
- Knowledge of library shelving procedures.
- Knowledge of information services related to library programs, services, and activities.
- Understanding of library principles, goals, and philosophy of service.
- Skill in planning and implementing unit procedures and objectives.
- Skill in effectively supervising and delegating duties to assigned staff.
- Knowledge of budget management practices and procedures for a municipal library.
- Skill in assisting with circulation desk activities including shelving and retrieving books.
- Proficiency in effective oral and written communications.
- Proficiency in resolving customer complaints and concerns.
- Proficiency in database entry, retrieval, and research.
- Proficiency in the use of computers and related equipment, hardware, and software.
- Knowledge of general office practices and procedures.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree **and** five (5) years progressively responsible Library experience with two years in a supervisory role; or equivalent combination of education and experience.
- Must pass a pre-employment drug screen, criminal background check and MVR check.
- Must possess a valid State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in a public library environment.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to frequent bending to floor level, reaching, kneeling and lifting such as retrieving or replacing books and materials.
- Must be able to reach up to 7' using a stepping stool.
- May be subject to working extended hours, nights and weekends.
- Must be able to lift up to 30 pounds and push up to 50 pounds.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, computer management system, copier, calculator, fax machine, cash register, other standard office equipment and personal or department vehicles.