City of Huron  
Job Description

JOB TITLE: Circulation Services Manager  
DEPARTMENT: Library  
ACCOUNTABLE TO: Assistant Library Director and Library Director

PRIMARY OBJECTIVE OF POSITION: The position is responsible for supervising Circulation and Adult Services activities and staff; work varies, and individual judgment within established standards and procedures may be required. The position is full-time, year-round with a minimum of 40 hours per week. Some nights and weekends may be required.

ESSENTIAL JOB FUNCTIONS: Physical requirements include sitting, walking, standing, bending, stooping, climbing ladders, and lifting up to 35#s (greater with assistance). The position requires extensive close work (eyestrain), extensive PC monitoring, on-call status, and some travel to meetings. Work is performed in a controllable atmosphere, which may become noisy at times due to library programs. There may be some exposure to angry or hostile individuals. Responsible for referring accounts to the collection agency.

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

- Assists the Assistant Library Director with hiring, training, and scheduling employees who are assigned to the circulation desk.
- Assists the Assistant Library Director in writing and implementing library policies and procedures that reflect circulation desk duties.
- Oversees the work of employees on the circulation desk, checking for accuracy and that work is completed in compliance with library policies and procedures.
- Makes daily decisions on circulation issues and informs the Administrative Staff when issues arise.
- Has knowledge of the library’s ILS circulation software and is the primary person for patron record data.
- Educate patrons and monitor their use of the Internet, electronic full-text databases, and/or word processing; Assist patrons with the use of microfilm reader/scanner/printer, photocopier, and other electronic machines; etc.
- Routinely responds to patron inquiries and resolves patron concerns, practicing excellence in customer service.
- Conduct a variety of duties at the Circulation Desk including loaning/returning library materials through the use of an automated circulation system; monetary transactions, book reserves, shelf maintenance, data inputting, telephone monitoring, material order preparations, cataloging of library materials, processing of library materials, and other duties as necessary and assigned by supervisor.
- Maintain the newspaper and periodical collection, which includes entering data into ILS, keeping abreast of publication patterns, adding issues to the collection, circulation of periodicals, withdrawal of issues, and running claims reports.
- Oversee the overdue materials, which include notifying patrons, collecting fines and fees, and referring accounts to a collection agency.
- Communicate any unsafe conditions or accidents/injuries in a timely manner to the supervisor in order to facilitate prompt correction or reporting.
- Maintains and promotes the characteristics of excellent customer service in assigned areas.
- Maintains a clean and orderly work environment.
- Keeps complete and accurate statistical records on department operations. Supplies accurate reports to administration as scheduled or requested.
- Supervises the organization, maintenance, preservation, withdrawal, and disposal of materials.
- Provides reader's advisory guidance to patrons.
- Creates bibliographies, user guides, promotional materials, and publicity spotlighting the library collections, services, and programs.
- Creates displays to enhance the library experience and to promote the use of library resources.

CUSTOMER SERVICE: This is a front-line position for providing excellent customer service to members of the general public and other City employees. Personal contact occurs with other employees of the Library, employees of other City departments, and the public. Service is provided in person, by mail, by electronic mail, or by telephone contact.

EXAMPLES OF PERFORMANCE CRITERIA AND QUALIFICATIONS: Maintains a cordial relationship with the public and assists in the effective use of library resources. Maintains a good working relationship with the circulation desk staff. Suggests changes to library policy and procedures that affect circulation desk services.

SUPERVISION - RESPONSIBILITY FOR WORK OF OTHERS: Frontline manager for circulation desk and library services, helping the Assistant Library Director with scheduling and training of circulation staff and library activities.

EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS: Bachelor’s Degree with an emphasis in Library Science required MLS preferred or equivalent library work experience; Knowledge of library services. Must have at least two years of experience with Integrated Library System software.