
WESTLAKE PORTER PUBLIC LIBRARY

JOB DESCRIPTION

JOB TITLE: Circulation Services Manager

JOB CLASSIFICATION: Grade 400, Manager, Exempt

HOURS: Full-Time (40 hours). Evening and weekend hours are required on a rotation basis and as needed. Required to adapt to future schedule changes, depending on departmental and library-wide needs.

JOB REQUIREMENTS:

Education/Experience

Associate degree **or** equivalent coursework **or** 5 years of public library experience required. Supervisory experience required.

Knowledge/Skills

Computer comfort and basic skills are essential. Knowledge of basic PC applications such as word processing and database software is a plus. Knowledge of basic circulation operations required. Strong written, verbal, customer service and interpersonal skills needed. Ability to work with all levels of staff and to provide superior customer service: Tact, courtesy, a positive approach to a team environment and to public service is critical.

Working Conditions

Works primarily inside the library, in the circulation area. Lifting, moving, shelving of books and other light materials and equipment is expected. Sometimes required to attend meetings or training sessions outside the library.

REPORTS TO: Assistant Director of Support Services

SUPERVISES: All employees in Circulation Services Service department.

BASIC SUMMARY:

Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons. **This position helps accomplish that mission by ensuring that patrons have access to the materials they need when they need them, by motivating and developing circulation staff to provide superior customer service, and by recommending policies and procedures that support superior service.**

DETAILED JOB DUTIES: (Essential duties = 1 - 10)

DETAILED JOB DUTIES: (Essential duties = 1 - 6)

REGULAR CIRCULATION DUTIES

1. As with every circulation employee, assists in the checking in and out of library materials following established circulation and security procedures and using preferred customer service behaviors. [30%]
 - Registers customers for library cards and assists in maintaining an up-to-date, accurate database of those registrations.
 - Checks out library materials to customers, with speed, accuracy and courtesy.
 - Checks in returned library materials and calculates and collects fines and fees.
 - Handles renewals of library materials, both telephoned and in person, and notifies patrons about reserved materials.
 - Performs all opening and closing procedures for the circulation desk area, as assigned,
 - Sorts and shelves library materials, as needed.
 - Uses good telephone etiquette skills to answer and route appropriately incoming telephone calls, including taking messages, as scheduled.

AUXILIARY CIRCULATION DUTIES

2. Assists in the operation of all additional phases of circulation services, such as: [15%]
 - Shares mail duties with other circulation supervisors, including stamping outgoing mail, keeping records, obtaining and entering postage money, and sorting and distributing all incoming mail.
 - Assists with completion of other circulation procedures, such as voiding incorrect cash register transactions and signing voided receipts, packing and keeping a record of reciprocal returns, etc.
 - Shares responsibility for other specialized major circulation areas, as assigned. These may include collection agency records, reserve records, etc.

PROJECT AND SERVICE PLANNING AND IMPLEMENTATION

3. Uses project management skills to plan, implement, and coordinate complex or multiple-faceted projects such as assisting with internal training and orientation of all staff in the circulation area; recommending, writing, and implementing new circulation policies and procedures, etc. Monitors, understands, and analyzes customer needs, wants, and behaviors through observation, surveys and needs assessments, and astute utilization of team and community input and staff talents. Using this information, makes suggestions for improved service to customers and improved internal efficiency in the department. [5%]

CUSTOMER SERVICE

4. Ensures provision of polite, attentive, exuberant customer service to children and adults using library services. Models and reinforces excellent customer service skills. Handles customer suggestions and complaints that cannot be addressed by regular circulation staff. Explains library policies and overall service philosophy to concerned customers. Refers incidents when appropriate and necessary, using good judgment about when to refer a question to another individual or department for better customer service or a more complete and accurate answer. Is observant at all times as to the safety and security of the facility and the people in it and makes recommendations or takes actions accordingly to ensure a safe, secure environment for everyone. [25%]

SUPERVISORY AND LEADERSHIP SUPPORT

5. Along with other members of the circulation supervisory team, interviews, recommends for hire, and orients new employees in the Circulation area. Supervises, motivates, trains, coaches, develops, and directs all employees in the circulation area. Ensures adequate and accurate communication of library projects and priorities within the department. Encourages and facilitates input, innovation, and enthusiasm from all circulation staff. Performs administrative duties in a timely, accurate, and competent fashion. This includes completing regular statistical and narrative reports, as assigned; fulfilling planning responsibilities; submitting budget needs requests and implementing expenditures in an efficient and accountable manner; serving as a team leader, with a library-wide perspective; and using objective analytical, problem-solving, and consensus-building skills to contribute to decisions affecting both circulation and overall library services. [25%]

COMMUNICATION AND NETWORKING

6. Works and serves as a positive part of a team-oriented work environment to initiate, maintain, and/or implement effective, efficient, innovative, customer-oriented service to the public and other library staff.
 - Serves as an enthusiastic and positive member of the Circulation Services Team by communicating effectively with coworkers and other departments; by assisting administration in all aspects of providing good customer service to the public and other departments; and by understanding, performing, and conveying the library's role, mission, and values.
 - Keeps informed of and conveys library activities and policies by attending general staff meetings, attending and helping to plan regular department meetings, and by participating in workshops or training offerings when appropriate and as requested or required. Keeps informed of WPPL's current policies and procedures and helps to convey changes to circulation staff in a timely and appropriate manner.
 - Performs miscellaneous related additional duties as needed by the library and assigned by the supervisor.

PHYSICAL DEMANDS CHECKLIST

Date: 5/18/2015 Job Title: Circulation Services Manager

PHYSICAL STRENGTH FACTORS:

Does this job require:

Lifting: Yes No If Yes, list maximum weight: 50 lbs.

Pushing: Yes No

Pulling: Yes No

Carrying: Yes No

Reaching: Yes No If Yes, What is maximum reach: in.

Does job require reaching above shoulders? Yes No

Does job require reaching to floor level? Yes No

Gripping: Yes No

PHYSICAL MOBILITY FACTORS:

Throwing Yes No

Sitting Yes No

Standing Yes No

Walking Yes No

Climbing Yes No

Stooping/Bending Yes No

Crouching Yes No

Kneeling Yes No

Crawling Yes No

Twisting Yes No

Balancing Yes No

WORK ENVIRONMENT

Inside Work Yes No

Outside Work Yes No

Hot/Cold Yes No

Fumes Yes No

Traveling Yes No

Working Alone Yes No

Working in a Group Yes No

Interact with Public Yes No

HAZARDS

Machines Yes No

Electrical Yes No

Sharp Tools Yes No

Slippery Floor Yes No

Congestion Yes No

Heat/Cold Yes No

Dust/Vapor Yes No

SENSORY/PERCEPTUAL FACTORS

HEARING:

Conversation Yes No

Sounds Yes No

VISION:

Far Yes No

Near Yes No

Color Yes No

Depth Yes No

PERCEPTION:

Spatial Yes No

Form Yes No

Feeling Yes No

OPERATE:

Equipment Yes No

Telephone Yes No

Computer Yes No

ACCESSIBILITY FACTORS

Doors Yes No

Aisles Yes No

Tables Yes No

Telephone Yes No

Public Bathrooms Yes No

Drinking Fountains Yes No

Parking Yes No

Staff Room Yes No