

## **LIBRARY CIRCULATION MANAGER**

### **Definition:**

Under general supervision plans, coordinates and manages the operations of the Library 's circulation program; provides borrower services, assists library patrons in the use of library services, materials, equipment and facilities and performs related work as required.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent in the class include the following:

Supervises, trains and assists in the selection and evaluation of staff as assigned.

Manages and coordinates the activities of the overdue notification/fine collection functions.

Interacts with the general public, provides customer service, investigates patron complaints and resolves problems.

Researches and prepares reports, correspondence and related material.

Assists with division budget preparation and expenditure monitoring.

Recommends improvements in Circulation-related operating practices and services.

Coordinates Circulation policy and procedures and explains and applies library policy to patrons and staff.

Orders specialized library supplies and maintains contact with vendors.

Maintains records and inventories and prepares various statistical reports.

Assists in maintaining the Library in a quiet, safe and orderly condition.

Participates as a member of the Library Management Team.

Monitors and reports building maintenance/custodial and health/safety problems for the Main Library.

Attends and makes oral presentations at a variety of meetings and may act as a liaison with community and other groups.

Operates a personal computer, uses applicable software and assists with managing the circulation module of the Library's automation system.

Opens and/or closes and secures the library/library facilities as assigned.

Lifts and moves boxes of books, supplies and other items weighing 30 pounds or less and pushes/pulls a loaded book cart.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Drives a vehicle on City business.

Pushes/pulls a loaded book cart.

**Class Characteristics:**

Library Circulation Manager is a single incumbent supervisory position in the Library with responsibility for the circulation function and related areas. The incumbent works under limited supervision and exercises substantial judgment and initiative.

**Contacts and Relationships:**

The Library Circulation Manager establishes and maintains contact with staff in the Library. Additional contact will occur with the public/library patrons and a variety of vendors.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

Library organization, policies/procedures, methods, functions, practices and terminology.

Principles, practices and procedures of library management.

Methods of research and analysis.

English usage, spelling, grammar and punctuation.

Effective methods of making oral and written presentations.

Budgeting methods and procedures.

Customer service techniques.

Effective supervisory techniques.

Computer applications related to area assigned.

**AND**

**Ability to:**

Perform responsible supervisory and other library duties with limited supervision.

Train, supervise and evaluate the work of assigned staff and plan, organize and coordinate a variety of work activities.

Communicate effectively orally and in writing.

Meet the public with courtesy and tact.

Analyze and evaluate data and recommend solutions to library circulation related problems.

Interpret, apply and explain rules, regulations, policies and procedures.

Maintain manual and computerized records and prepare comprehensive reports.

Understand and carry out oral and written instructions and use independent judgment and initiative.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer and use applicable software.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Bachelors Degree from an accredited college or university in a related field.

**AND**

**Experience:**

Three years of experience at the Library Technical Assistant II level to include one year of supervisory or lead experience.

**Special Requirements Include:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule including weekends and evenings to accommodate City needs.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office and library/public counter environment. The incumbent uses a computer, keyboard and related equipment, sits, stands, walks, kneels, crouches, twists, reaches, bends, grasps, lifts and moves boxes of books, library equipment, supplies and related items weighing 30 pounds or less. An incumbent may push and/or pull a loaded book cart, drive a vehicle on City business, use a step stool and will be exposed to book dust. An incumbent must be able to meet the physical requirements of the series and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt – Professional.

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