

Position Description - Manager

Title:	Circulation Manager
Department:	Circulation
FLSA Status:	Nonexempt
Employment Status:	Full time
Classification:	Manager
Supervisor's Title:	Assistant Director
Positions Supervised:	Customer Service Specialist, Customer Service Clerk
Fiscal Responsibility:	Yes
Last Revision:	September 2024

GENERAL SUMMARY

The Circulation Manager oversees and directs the Circulation department.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of effective supervisory methods and techniques.
2. Knowledge of principles and practices of library science.
3. Knowledge of literature, reference, informational, and other library materials, technology, programming, and services.
4. Knowledge of library specific technology and applications, including ILS systems.
5. Knowledge of best practices in customer service that prioritizes the patron experience.
6. Ability to provide exemplary customer service and model standards for team members.
7. Ability to work independently and with co-workers in a wide variety of situations with minimal supervision.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Maintains respect for confidential information at all times.
2. Supervises employees, provides direction, coaches, trains, mentors, and manages performance to organization goals and expectations.
3. Assists with the interviewing process and makes hiring recommendations.
4. Adds value as a key member of management; understands the organization, financials, industry, customers, and strategy.
5. Collaborates with the management team to ensure daily staffing needs are met.
6. Manages assigned budgets and resources effectively and efficiently; knows and understands organization's financial position.
7. Manages vendors and outside service providers effectively; sets expectations and holds them accountable, as needed.

8. Oversees circulation services, patron accounts, sale of items, the community bulletin board, and public meeting room bookings.
9. Keeps informed of professional developments and participates in CLEVNET Circulation Services Special Interest Group.
10. Analyzes procedures and incorporates efficient circulation methods and customer service models.
11. Works in collaboration with the management team to plan and implement effective means to promote library services, programs, and materials at the customer service desk.
12. Gathers and analyzes customer feedback and works with the management team to find solutions to patron use issues.
13. Provides reference services to individuals, groups, and agencies within the Library system, as needed.
14. Conducts Library and Museum tours for individuals, groups, and agencies within the Library System, as needed.
15. Performs light housekeeping as necessary to maintain a clean and safe environment.
16. Serves as Library Building Supervisor in charge as assigned.
17. Supports the vision, advances the mission, and embodies the core values of **Integrity, Equality, Service, Innovation, and Teamwork** of the Sandusky Library.
18. Complies with Sandusky Library's policies, rules, guidelines, procedures, requirements, standards, and practices applicable to the position, including [but not limited to] work scheduling and attendance, customer service, use of Library property, technology use, personal conduct, and confidentiality.
19. Other duties as assigned.

POSITION QUALIFICATIONS

- Education: Bachelor's degree is required. Master's degree in Library and Information Science or relevant discipline is preferred.
- Certifications or licensure: None.
- Years of relevant experience: Five or more years is required.
- Years of experience supervising: Two or more years is required.
- A valid driver's license, automobile insurance, and reliable personal transportation is required.

COMPETENCIES – MANAGERS

1. Adaptability	7. Organized
2. Communication	8. Problem solving
3. Customer service	9. Detail-oriented
4. Innovative	10. Project management
5. Leadership	11. Strategic planning
6. Patron awareness	12. Teamwork

PHYSICAL DEMANDS AND WORKING CONDITIONS

1. The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
2. The noise level in the work environment is usually quiet.
3. This position is performed in an office setting although off-site meetings in various settings occur.
4. Lifting light objects up to 50 pounds and carrying them short distances [50 feet or less] is required. Pushing carts of library materials up to 150 pounds is required.
5. Working irregular hours, including evenings and weekends, is required.
6. Some local travel by personal automobile is required. Occasional overnight travel may be required.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description. Reasonable accommodations will be made for persons with disabilities covered by the Americans with Disability Act [ADA] in accordance with its requirements.