

JOB DESCRIPTION GUIDELINES

Title of Position : Circulation Services Librarian

Department/Appointing Authority: Library Director

Date: 10/14/2022

Originator : Lee Ann Amend, Library Director

Personnel Board Use Only

Classification _____

Effective Date of Classification _____

Classification Authority: Personnel Board; Collective Bargaining

1. Summary Description

This position is responsible for the administrative, supervisory and professional work in the activities of the Library Circulation Department including the management of personnel assigned to this department. Performs all other related work associated with this department. The Circulation Librarian is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control. Errors in judgment can negatively affect patron and service delivery as well as financial consequences for the library.

2. Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The Circulation Services Librarian oversees and supervises activities at each circulation desk including supervision of the Library Assistants, Page positions, and volunteers;

coordinates registration for library patrons; coordinates shelving and weeding procedures with appropriate departments; maintains circulation manual and conducts staff training about circulation and inter-library loan delivery procedures and policies; manages Comcat, Iliad and other inter-library loan procedures; prepares customized reports related to circulation activities; manages billing for lost and damaged items, manages the museum pass program with other duties assigned by the Director.

Provides training and supervision to members of staff; establishes work schedules; manages volunteer hours, and assigns work to staff as needed. Holds staff meetings with Library Assistants to discuss issues pertinent to the Circulation Department such as the development of new methods and procedures as may be required. This position is responsible for evaluating, disciplining, and establishing the work routines of staff assigned to the department.

Attends Library Network circulation meetings and works with OCLN to manage current practices and changes within the network. Attends other related departmental meetings held by MLS, MBLC, and other local, state, or federal entities.

This position must manage multiple computer software programs, and be able to manage specialized equipment necessary to run the department. It oversees and manages the Library on Wheels Program and tax work-off staff assigned to delivery services.

Trains staff and assists in the maintenance and integrity of the ILS, Workflows database by performing consistent reviews and data entry of patron information.

Receives complaints or requests from library users through current communication outlets and follows up as needed; maintains quality public relations; advises patrons of library programs, procedures, and policies as necessary.

Assists patrons in submitting item hold requests; supervises interlibrary loan delivery, sorting, and processing; answers patron questions and provides readers advisory services as needed.

Instructs patrons on library technology to access print and digital materials; assists with photocopying and printing as needed.

Assists in the planning and coordination of public initiatives such as library card drives, canned food drives, and other advocacy projects.

Supervises the patron's self-check-out system, and patron hold-shelf items. Assists in the maintenance and updates of circulation computers; learns new software programs as needed.

Trains staff and assists with library opening and closing procedures as needed.

3. Supervision

Has direct supervisory responsibility for up to 20 employees, including full-time, part-time, and volunteers, and is in charge of building operations in the absence of the Director or other supervisors.

This position participates in the hiring of staff assigned to the circulation department and provides training and daily direction. This position evaluates assigned staff and counsels staff consistent with union and town policies. Informs the Library Director of issues or problems related to circulation matters.

4. Reporting Structure

Under the direction of the Library Director, this position has the authority to negotiate and make financial decisions that influence patron fines, billing, replacement, and other library practices. It is responsible for all circulation matters and associated services to the public. Errors in judgment can negatively affect patron and service delivery as well as financial consequences for the library.

The Circulation Services Librarian establishes their own work plan and completes work following established library policies; cases involving clarification of department policies and procedures are referred to the Director. The employee is in regular consultation with the Director about issues that affect the circulation desk, staffing issues, and patron service in general.

5. Physical Environment

Work is performed under typical office and library conditions; the noise level is moderate at times. Library operating hours will require one evening and every other Saturday.

Operates computers, printers, facsimile machines, copiers, calculators, monitors, hand-held electronic devices, and other standard office and library equipment. Lifts and moves Inter-library loan bins and "Library of Things" items which may weigh up to 30 lbs.

Has constant contact with the general public, other libraries, local senior living communities, public housing, school librarians and teachers, and other town departments.

Has access to limited department-related confidential information including personnel records. Maintains confidentiality of library patron records and borrowing history,

following regulations set by state law and local policy.

6. Education/Basic Knowledge

Master's Degree in Library Science, with a minimum of (5) years of supervisory experience and with (2) years of experience working in a library setting.

Excellent public relations, communication, and customer service skills. Flexibility to adapt to constantly changing technology. Computer proficiency and working knowledge of spreadsheet and database software.

7. Experience

Five (5) years of supervisory experience with two (2) years of work experience in a library setting.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.