

**City of West Bend
Position Description**

Name:

Department: Library

Position Title: Head of Circulation

**FLSA: Exempt
Emergency Personnel: NO**

Date: January 4, 2018

Reports To: Deputy Director

Purpose of Position:

The Head of Circulation manages and trains all circulation staff. This position also oversees all circulation procedures and policies to ensure access to patrons.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Supervises the work of the Circulation Department, including staff selection, training, scheduling, and performance evaluation
- Helps develop overall library policies, goals, objectives and plans
- Evaluates effectiveness of department activities and results of output measurements
- Oversees staff development and training
- Plans, recommends, and implements library policies and procedures for the Circulation Department
- Serves as a member of the library's management team
- Serves as a member of the library's response team for outside hours emergencies
- Works a minimum of one reference desk shift per week and one reference desk weekend shift per month
- All other duties as assigned

Other Abilities, Skills and Knowledge

- Time Management; setting priorities in order to meet assignment deadlines
- Ability to use office equipment such as a photocopier machine, fax machine, scanner
- Attention to detail
- Ability to work independently and as a team
- Ability to maintain confidentiality of library patron information

- Ability to employ appropriate techniques to establish service needs and to see that they are met
- Ability to use computer software and manage computerized files
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers, employees managed, and supervisors
- Willingness to maintain skills through active participation in appropriate continuing education activities
- Knowledge of Polaris Integrated Library System preferred

Minimum Training and Experience Required to Perform Essential Job Functions

Masters in Library Science degree from an American Library Association accredited institution. Management and supervisory experience preferred.

Knowledge, Skills, Abilities, and Physical Requirements Necessary to Perform Essential Job Functions

Physical Requirements

Some lifting, carrying, pushing and pulling carts of materials required

Computer skills, including keyboarding and knowledge of Microsoft Office products

While performing the duties of this job, the employee is frequently required to see, talk, hear, stand, walk, sit and use hands.

Mathematical Ability

Ability to calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.

Language Ability and Interpersonal Communication

Ability to effectively communicate ideas and information both in written and verbal form.

Ability to effectively read and understand information contained in memoranda, reports and bulletins.

Ability to communicate effectively with employees, library patrons, general public, board members and receiving instructions from supervisors.

Creative decision-making: effectively evaluating and making independent decisions based upon experience, knowledge or training without supervision.

Ability to develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.

Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.

Environmental Adaptability

Work is generally performed in the library and/or office setting. Ability to work under safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, angry individuals and intimidation poses a very limited risk of injury.

This position description has been prepared to assist in defining job responsibilities, physical demands and skills needed. It is not intended as a complete list of job duties, responsibilities and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The City retains and reserves any or all rights to change, modify, amend, and add to or delete from any section of this document as it deems in its judgment to be proper.

The City of West Bend is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Date

Library Director's Signature

Date

Director of Human Resources

Date

Revised: 1/5/18