



**Job Posting
Circulation Department Head**

Department:	Circulation Services
Job Title:	Circulation Services Department Head
FLSA Status:	Exempt
Grade:	6
Certification Required:	LC 5
Reports to:	Assistant Director
Supervises:	Approximately 9 staff

JOB SUMMARY

Supervises and manages the Circulation Services Department staff and the services the Department provides while providing and cultivating excellent customer service. Duties include checking materials in and out; managing the flow of intra-library transits; managing overdue notices and fees; facilitating patron holds on library materials; sorting materials for shelving; assisting patrons with basic circulation functions, e.g. issuing library cards. Assists with plans for future development of the Department and Library as part of the Management Team.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Performs administrative duties, such as planning & preparing work schedules; preparing & monitoring department budget; planning & leading staff meetings/trainings; conducting employee performance evaluations. Manages the daily operations of the Circulation Department, including setting work flow priorities, ensuring that the work meets Library standards, providing leadership in resolving issues & maintaining Circulation Department operations & focus.
- Resolves complex issues regarding items and patron accounts. Exercises judgment on the removal of damaged items, billing decisions on patron accounts, and issues relating to patron eligibility.
- Prepares & monitors monthly, quarterly, and annual statistics relating to circulation, transit of materials, staffing, fee collection, etc. Works with Library management team to update policies and procedures that impact Circulation and Patron experience.
- Attends and participates in various library management meetings to facilitate communication, brainstorm future projects/needs, and strategically plan.
- Covers public desks and processes transits. Checks items in and out, assists patrons with self-check and general library questions. Registers/updates patron accounts. Performs various other customer service tasks.

- Trains the department in areas such as software upgrades, procedure changes, departmental procedures for new staff, and other library events.
- Attends webinars, trainings, and other professional seminars for professional and staff development.

The essential duties have been listed above in order of importance to the job. Any task that requires less than 5% of the employee's time will not be found listed here. The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. There may be other duties as assigned.

EDUCATION AND WORK EXPERIENCE REQUIREMENTS AND PREFERENCES

- ❑ Required: Minimum of 60 hours of college credit and 9 college credit hours in library science. The library science courses can be taken within one year of start date.
- ❑ Required: Indiana State Library Librarian Certification Level 5 or the ability to get one within 18 months of beginning the position.
- ❑ Preferred: Bachelor's Degree with a major in a field of study that will complement the department's needs
- ❑ Required: Previous management experience
- ❑ Required: Ability to work with Windows based software programs
- ❑ Preferred: Intermediate level of experience in Excel

To perform this job successfully, the job candidate must be able to perform each essential function satisfactorily, either with or without a reasonable accommodation.

PHYSICAL DEMANDS

Frequently: reading, writing, eye-hand coordination, hearing, seeing, and talking.

Occasionally: standing, sitting, walking, and pushing.

Rarely: pulling, bending, and squatting.