

Whitefish Bay Public Library



Position Title: Head of Circulation Services
Position Status: Full-time. Salaried. Exempt. Supervisor.
Department: Whitefish Bay Public Library
Appointing Authority: Library Director
Supervisor: Library Director

MISSION

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting people of all ages, inspiring a love of learning and providing easy access to ideas, information and resources.

GENERAL FUNCTION

Oversee the entire operation of the Circulation Services department including hiring, training, supervising, and scheduling Circulation Assistants and Page/Shelvers. Create and maintain circulation procedures and interpret MCFLS policies/procedures related to circulation of materials in the shared system. Uphold the Whitefish Bay Public Library Mission Statement set by the Library Board and provide services that meet those standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1) Staff Leadership

- a) Responsible for hiring, training, supervising, and scheduling Circulation Services staff efficiently for best public service.
- b) Conduct performance reviews of Circulation Services staff with Library Director
- c) Supervise all monetary circulation transactions and circulation monies.
- d) Develop, implement, train on, and supervise staff in, Circulation Services policies and procedures.
- e) Collecting and tabulating timesheets from all staff for payroll under direction of Library Director.
- f) Recording vacation/sick/holiday time for all staff.

2) Materials Management

- a) Oversee day-to-day service and activities in the Circulation Services department.
- b) Maintenance and check-in of serials and newspaper holdings.
- c) Processing of materials for mending/binding.
- d) Ordering office and material processing supplies.

3) Financial Management

- a) Reconcile cash register daily to reports and complete deposits under direction of Library Director.

4) Patron Service

- a) Create and emphasize a positive, welcoming and helpful environment for library users and maintain a level of excellent patron service.
- b) Handle patron issues/complaints/problems cordially and effectively and transfer or refer to correct source as needed. Remain calm under pressure
- c) Work cooperatively with other MCFLS libraries to solve patron and material issues.
- d) Maintain confidentiality of library patron information.

5) Policies & Procedures

- a) Maintain knowledge about the circulation system and inform staff of changes or updates.
- b) Interpret and implement WFBPL and MCFLS policies/procedures relevant to Circulation Services.

6) Teamwork

- a) Cultivate and maintain positive working relationships with other Library staff members, Village staff members, Library Director, Library Board members, elected officials and local agencies.
- b) Maintain a professional demeanor along with excellent communication skills that contribute to the overall well being of the workplace.

7) Professional Leadership

- a) As part of the Library's Leadership Team, work to implement the Strategic Plan: Envisioning the Whitefish Bay Public Library for the Year 2020 and Beyond.
- b) Maintain a commitment to continuous learning to grow professionally and improve skills through conferences, seminars, and local training sessions.
- c) Read professional literature and remain current with trends in library service and application to WFBPL
- d) Attend and contribute to Library Leadership Team meetings, typically held weekly.
- e) Plan and run quarterly Circulation Services staff meetings.
- f) Be an active member in the MCFLS Circulation Services section and attends meetings.
- g) Participate in regional, state, and national organizations related to job position.

Head of Circulation Services

Approved by the Whitefish Bay Public Library Board of Trustees on May 31, 2018

Superseding job description approved November 23, 2011

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8) Misc.

- a) Submit monthly department report to the Director.
- b) Sorting and distributing mail.
- c) Complete other duties as assigned.

PERIPHERAL DUTIES

- 1) May assist with library programming as needed.
- 2) Assist Director as required.
- 3) May act as Librarian-in-charge.

REQUIRED MINIMUM QUALIFICATIONS

- 1) Education and Experience
 - a) Bachelor's degree from an accredited college OR a combination equivalent of education and experience that provides the required knowledge and skills for this position.
 - b) At least 1 year of satisfactory relevant experience in a library.
 - c) At least 1 year satisfactory supervisory experience.
 - d) Knowledge of basic bookkeeping practices, with sufficient skill to complete reconciliations and deposits.
- 2) Knowledge/Skills/Abilities
 - a) Ability to adapt to evolving technology.
 - b) Ability to communicate tactfully and effectively with the public and staff.
 - c) Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
 - d) Ability to create and maintain positive and effective public relations.
 - e) Ability to exercise initiative in problem-solving and refer questionable situations to the Director.
 - f) Ability to operate all items under Tools and Equipment Used.
 - g) Ability to perform supervisory functions and organize workflow.
 - h) Ability to plan, organize, and prioritize work assignments.
 - i) Ability to work independently or as part of a team.
 - j) Excellent written and verbal communication skills.
 - k) Strong technology skills to include: Microsoft Windows and Office applications, Google Suite applications, and the internet.
 - l) Thorough knowledge of library circulation methods and procedures.

ADDITIONAL DESIRED SKILLS

- 1) Enthusiastic and service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library.
- 2) Knowledge of Milwaukee County Federated Library System and shared automation systems.
- 3) Experience with Sierra ILS.

SUPERVISION RECEIVED AND PROVIDED

- 1) Works under the supervision of the Library Director.
- 2) Provides supervision to all Circulation Services staff.

JOB REQUIREMENT

Willingness and ability to work a flexible schedule that includes days, evenings and weekends to meet service level. May need to cover absences for staff members.

TOOLS AND EQUIPMENT USED

Including but not limited to: automated shared resource system (CountyCat), networked personal computer and peripherals, MS Office and other job related software, printers, copy machine, scanner, paper cutter, laminator, telephone, calculator, elevator, and carts.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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This position requires the employee to frequently walk, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 25 lbs. and push or pull carts weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a library environment. The noise level in the work environment is usually moderate to noisy.

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

Employee: _____ Date: _____

Library Director: _____ Date: _____

Village Manager: _____ Date: _____