

JOHNSON COUNTY PUBLIC LIBRARY

POSITION DESCRIPTION

TITLE: Circulation Manager

REPORTS TO: Branch Manager

SUPERVISES: Circulation staff, Shelves

GENERAL SUMMARY: I oversee and perform all circulation duties and responsibilities while managing the daily operations, workflow, staffing, and overall functions of the Circulation and Shelving Departments.

PRIMARY DUTIES & RESPONSIBILITIES:

- I create and maintain a courteous, welcoming, and inclusive environment based on JCPL's *Here to Help* customer service principles.
- I promote the library, its programs, resources, and services through positive effective customer relations.
- I oversee the daily operations of the circulation and shelving departments, including supervising staff, participating in the interviewing and selection of new employees, and providing training and performance evaluations.
- I monitor staff schedules, workflow, and staffing levels to ensure adequate desk coverage and efficient operations, work additional shifts as necessary to maintain coverage.
- I review and approve staff timesheets.
- I communicate relevant information to direct reports and encourage, support, and monitor staff development.
- I provide the public with accurate general and specialized information regarding library services, resources, policies, and procedures.
- I address and resolve patron & staff concerns in a professional, timely, and effective manner.
- I prepare accurate and timely monthly reports and other required documentation.
- I perform all circulation functions, including checking in and out of materials, responding to patron inquiries, and assisting patrons with computers, printers, and other technology.
- I process returned materials by routing items appropriately, handling damaged materials, emptying inter-branch collection bins, unloading carts, and sorting & shelving materials.
- I register new patrons and maintain accurate patron records and database information.
- I manage cash drawer and photocopier receipts, including collecting, counting, securing, and routing funds to Finance for deposit.
- I complete other administrative and operational tasks using Microsoft software; facilitate and participate in meetings; operate office equipment such as fax machines, copiers, and printers; order supplies; and coordinate maintenance services.

- I explain and interpret library policies and procedures to the public and provide input into the development and recommendation of new or revised policies and procedures.
- I consult with Human Resources regarding employee relations matters when appropriate.
- I perform a variety of additional duties, including answering & routing telephone calls, taking messages; checking shelves for overdue or missing materials, and notifying patrons of overdue items.
- I assume responsibility for the general operation of the Branch in the absence of the Branch Manager.

SECONDARY DUTIES AND RESPONSIBILITIES:

- I attend and actively participate in various staff, branch and system wide meetings
- I participate in JCPL committees and task forces
- I represent and support JCPL at fairs, festivals, and other community events
- I perform other duties and responsibilities as assigned

QUALIFICATION REQUIREMENT:

Education and Experience:

A high school diploma or equivalent is required, along with a minimum of two years of supervisory experience. Two years of library-related experience is preferred. Candidates should have demonstrated experience providing quality customer service and interacting effectively with the public, as well as proficiency with computers and common software applications.

Knowledge, Skills, Abilities:

- Ability to work effectively with the public, establish positive rapport, and promote a welcoming and positive image of the library within the community.
- Ability to work a varied and flexible schedule, including evenings, weekends, and unexpected or additional shifts as needed.
- Strong listening skills with the ability to understand, interpret, and respond appropriately to patron needs and concerns.
- Excellent interpersonal skills with the ability to establish and maintain positive working relationships with patrons and coworkers.
- Ability to work effectively and cooperatively as part of a team.
- Ability to organize, prioritize, evaluate, and complete assigned work accurately and efficiently.
- Demonstrated commitment to the principles of equity, diversity, and inclusion as outlined in JCPL's Diversity Statement.
- Ability to communicate effectively in both oral and written forms.
- Ability to accurately read, record, and sort numbers in sequence.
- Ability to effectively answer and operate the telecommunications system.
- Ability to accurately handle cash transactions and make correct change for fines and fees.
- Ability to establish and meet personal work goals while contributing to the library's mission and strategic plan.

- Ability to understand, follow, and consistently apply established procedures related to assigned job duties.

PHYSICAL DEMANDS

- Collect library materials from the indoor and outdoor book drops and move cart to the circulation area.
- Scan borrower cards using a laser scanner.
- Operate computer keyboards and read & interpret information displayed on computer screens.
- Record patron and item barcode numbers as required.
- Shelf new and returned books, audiovisual materials, and other library materials.
- File library materials on designated sorting shelves.
- Sort library materials on carts for shelving staff.
- Clean book covers and other library materials using appropriate cleaning solutions.
- Pick up books, DVDs, and other library materials from the floor as needed.
- Lift and carry library materials weighing up to 50 pounds at a time.
- Push and maneuver loaded book carts weighing up to approximately 120 pounds.
- Reach to and retrieve materials from shelves up to 6 feet above the floor.
- Stand and perform assigned duties for periods of up to three hours without a break.
- Operate telephone equipment, including push-button controls, to answer and transfer calls.
- Lift and carry several pounds of books and other library materials to work counters and the patron ledge of the public service desk.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive list of duties, responsibilities, and requirements.

Reasonable accommodation may be made to enable individuals with identified and communicated ADA disabilities to perform the essential functions of this job.

**Although employment with the Johnson County Public Library is for a particular position at a certain location, the Library reserves the right to reassign an employee based upon the needs of the library system.*