



Position Description

CIRCULATION SERVICES MANAGER

DEFINITION

Under general supervision of the Assistant Library Services Director, manages, directs, supervises, and coordinates the Circulation Services Division; maintains functional relationships among all other service units; provides training and professional development to staff; develops policies and procedures; ensures that Library services are responsive to community needs; provides highly complex staff assistance to the Assistant Library Services Director.

SUPERVISION RECEIVED

The Assistant Library Services Director directly supervises this position.

SUPERVISION EXERCISED

Responsibilities include direct and indirect supervision of professional and paraprofessional staff and volunteers.

DISTINGUISHING CHARACTERISTICS

The Circulation Services Manager is a mid-management position and is the highest-level position within the Library paraprofessional classification. This position is distinguished from others within the paraprofessional classification series by the comprehensive and complex nature of the program administered, which requires a high degree of technical knowledge as well as a high degree of supervisory responsibilities. This is a Fair Labor Standards Act (FLSA) exempt position.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Assists in planning and implementing Library goals, objectives, policies, and procedures; manages, organizes, and directs implementation of specific activities, projects, and programs for the Circulation Services Division.

Develops, plans, and implements goals, objectives, policies, and procedures for the Circulation Services Division.

Monitors and controls expenditures within the Library budget.

Participates in the supervision, selection, training, and evaluation of personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; recommends employee terminations.

Coordinates assigned functions with other Library service units, City departments, and public agencies.

Provides high-level statistical collection and analysis to determine collection maintenance and usage patterns.

Answers questions and provides information to the public; investigates difficult or sensitive patron complaints and recommends corrective action as needed.

Represents the City and Library in the community and at professional meetings and committees as necessary.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Methods, techniques, principles, and practices of professional public library service administration and organization; principles and practices of budget and financial procedures, techniques, and management; policies, procedures, and functions of public library cooperative systems; principles and practices of policy development and implementation; principles and practices of supervision, training, performance evaluation and personnel management, and employee relations; public library materials selection standards and policies; public library collection maintenance and management procedures; interpersonal communication techniques for interacting with the public and staff; program planning and evaluation and report-writing procedures; integrated library systems or similar programs; online and electronic media formats and their applications in public libraries; proficiency in office productivity software including word processing, spreadsheet, and presentation software.

Ability to:

Develop, coordinate, supervise, and implement Library programs and services to meet community needs; assist in the preparation of the Library budget, and administer the Circulation Services Division budget; coordinate, supervise, train, and evaluate staff; establish, maintain, and foster positive and cooperative working relationships with those contacted in the course of work; remain calm when faced with difficult situations and/or several people at the same time, handling situations with tact and firmness; use personal computer for word processing and other library applications; analyze, interpret,

and explain department and division policies and procedures; exercise good and independent judgment, initiative, flexibility, and tact in response to changing situations and needs; plan, communicate, delegate, and monitor a variety of concurrent projects; represent the Library at various assigned functions; communicate clearly and concisely, orally and in writing.

EDUCATION AND EXPERIENCE

This position requires a Bachelor's degree, plus three years of increasingly responsible experience, including at least one year of supervisory experience. A Master's Degree in Library Science from an American Library Association accredited college or university is desirable.

SPECIAL REQUIREMENTS

Ability to obtain and maintain a valid California driver's license.

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.

While performing the duties of this job, the employee is frequently required to walk, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 40 pounds. 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

Employees primarily work in an indoor public service environment. Work schedule may include evenings and weekends.

Effective Date: July 14, 2009
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