

Job Description

Human Resource Use Only	
Position Number:	
Step/Grade	K
Effective Date:	

POSITION IDENTIFICATION

Position Title:	Circulation Manager
Department:	Library
Status:	Full-time; exempt
Workweek:	Varies around open hours

SUPERVISORY RELATIONSHIPS

Reports to:	Executive Director
Directly Supervises:	Circulation Department

POSITION PURPOSE

The Circulation Manager supervises the staff and duties in the Circulation department and participates as a member of the library's management team. The Circulation Manager ensures efficient, customer-focused circulation services, maintains integrity of all patron records, and oversees the library's safety and security standards.

ESSENTIAL DUTIES

- Oversee the Circulation department operations
 - Ensure the efficient day-to-day operations of the Circulation department
 - Manage all circulation services and patron accounts at the main service desk, including check-in/out of materials, library card registrations, overdue notifications, billing for lost/damaged items, and account updates
 - Maintain respect and integrity for patron information confidentiality at all times in accordance with library policy
 - Model outstanding customer service, setting expectations for frontline staff, and resolve patron concerns when needed
 - Schedule and assign the work of direct reports
 - Monitor, coach, and evaluate the performance of staff
 - Hire, discipline, and terminate direct reports as appropriate
 - Develop and maintain effective departmental procedures for the efficient operation of the department, as well as support the introduction of new services or resources
 - Communicate regularly with staff in a variety of ways, including planning and conducting regular staff meetings, as well as individual meetings
 - Prepare monthly narrative and statistical department reports; present on department happenings as needed
 - Manage assigned budget and resources effectively and efficiently
 - Set goals, establish priorities, and oversee projects for the department and in collaboration with other library staff
- Oversee safety and security reports
 - Develop and establish safety and emergency readiness procedures, including conflict de-escalation, library policy enforcement, and evacuation or shelter-in-place protocols

- Manage safety and security incident or violation reporting procedures, maintaining effective documentation logs
- Point of contact for patron incident communication, including exclusion (ban) letters
- Maintain good relations with local law enforcement and emergency responders, and coordinate with them when necessary
- Monitor library security cameras, and process camera footage and content as directed
- Provide overall leadership to the library
 - Assist in administration of the library. Provide professional and managerial support to Executive Director
 - Responsible for compliance with and development of library's policies and procedures
 - Serve as Manager on Duty for the building as assigned
 - May perform work of another member of the library's management team; may perform work of other departmental staff as needed
 - Lead and work with others in teams to evaluate, develop, and improve services
 - Foster a culture of commitment to quality customer service and best library practices
 - Work with the Executive Director to prioritize department projects
 - Plan and participate in library-wide professional development training or programs
 - Represent the library at system, City, or State meetings or initiatives
- Enforce the library's policies and procedures and works to support safety and security of the building and grounds

OTHER DUTIES

- Other duties as assigned

MINIMUM POSITION QUALIFICATIONS

Education	<i>Preferred:</i> A master's degree in Library Science/Information Science from an ALA-accredited college or university, plus three years of progressive professional library experience; or <i>Required:</i> a bachelor's degree plus five years of progressive professional library experience; or any equivalent combination of training, education, and experience which provides the required knowledge, skills and abilities, as determined by the City.
Experience:	Three to five years of library or job-related experience in a position requiring excellent customer service skills, data management skills, and the use of advanced technology in a fast-paced, work-intensive environment.
Certifications/Licenses:	None
Other Requirements:	Familiarity with integrated library systems, online databases, print, non-print, and electronic resources, and collection development principles.

KNOWLEDGE, SKILLS, & ABILITIES

- Strong verbal and written communication skills
- Ability to represent the library in a responsible, professional, and trustworthy manner
- Ability to adapt to changes in the work environment
- Ability to maintain a calm demeanor under stressful or unsettling circumstances
- Ability to follow detailed verbal and written instructions
- Ability to work independently with minimal supervision
- Ability to work efficiently while paying close attention to detail

- Ability to multitask and prioritize
- Ability to assess users' needs and provide assistance
- Ability to establish and maintain cooperative and courteous working relationships with staff and the public and facilitate conflict resolution
- Ability to meet the flexible scheduling needs of the library
- Advanced mathematics skills
- Advanced technology skills, including keyboarding, word processing, and email
- Ability to make presentations to varying sized groups of people with a wide range of knowledge and abilities
- Strong financial management skills including strategic budgeting skills with the ability to prioritize and maximize limited resources
- Ability to demonstrate accountability, integrity, and maintain a high level of confidentiality
- Detailed knowledge specific to current trends, tools, issues, software, and skills being implemented in specific area of focus
- Knowledge and ability related to leadership, supervisory, and personnel management techniques
- Ability to listen, choose an appropriate medium for a message, present information clearly/concisely, and give/receive feedback
- Ability to accurately analyze and evaluate situations; set and monitor goals; delegate; problem-solve; plan, coordinate and expedite work projects; and evaluate outcomes
- Ability to supervise, manage, mentor, and coach others. Ability to lead and facilitate the work of teams and individuals

BACKGROUND CHECKS

- Condition of Employment

PHYSICAL DEMANDS

The work environment characteristics described herein 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.

Manual Dexterity:	Work requires the ability to circulate actively and continuously through the library space. This position requires alertness, ability to observe public behavior, and quick response to emergency situations.
Physical Effort:	The employee is regularly required to exert light to medium physical effort in light to medium work involving lifting, carrying, pushing, walking, standing, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching or crawling. The employee must regularly lift and/or move up to 50 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required include close vision, distant vision and ability to adjust focus.
Working Conditions:	The noise level in the work environment is moderately quiet. Work is normally indoors with controlled climate conditions. Work will require mobility during special events and programs. Employees may be required to be outdoors for a short period of time, and therefore subject to varying weather conditions for purposes of accomplishing the essential functions of the job. Potential travel to meetings outside of the library.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc 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.