



Kennebunk Free Library
Circulation Services Manager Job Description
February 2018

Duties and Responsibilities

The Circulation Services Manager is responsible for planning, organizing, and supervising circulation activity, including issuing, return, and billing procedures. The Circulation Services Manager assists in the interviewing and training of circulation and shelving staff and volunteers; assists library patrons and guests in the use of library services, facilities, and equipment; supports the Library in meeting the educational and recreational needs of the community with library services as well as develops and promotes the use of library resources for literacy and life long learning.

Primary Responsibilities

- Understands and is able to perform all jobs related to circulation services, including but not limited to: charging, discharging, and renewing library materials; registering and re-registering patrons; receiving and processing reserves and system level hold requests; routing interlibrary loan requests; collecting and recording fines and fees; sending and receiving Minerva shipments
- Receives and resolves circulation-related problems
- Carries out procedures to identify and retrieve overdue materials, and settles problems arising from late, damaged, or lost materials
- Monitors the daily operation of the online circulation system, and acts as local liaison with Minerva on circulation matters
- Attends Minerva Circulation Roundtable and other meetings as assigned
- Oversees the delivery of library materials to homebound patrons
- Maintains statistics on circulation activity and on the use of non-circulating library services that are recorded at the Circulation Desk, and provides periodic reports as directed
- Is aware of all events, programs, and exhibits taking place at the Library and disseminates that information to all members of the staff and public

Additional Responsibilities

- Prepares the weekly rotating schedule for staffing the Adult and Children's Room Circulation desks, securing substitutes when needed
- Skilled in the use of reference materials and ability to interpret reference questions
- Helps keep the Library running smoothly during daily operations
- Assists patrons in finding information and using library services and facilities
- Helps establish and maintain a high customer service performance standard
- Supports a safe environment for staff and the public
- Protect the rights of patrons including free access to information and confidential use of library materials
- Prepares displays, notices, press releases, newsletters, and other visual promotions of the library
- Prepares & presents programs featuring the collection, library services, books & learning for both adults and juveniles
- Works with staff and volunteers to shelve, shelf read, and shift in the Adult Department stacks
- Performs other duties as assigned

Because the Circulation Services Manager has extensive involvement with the day-to-day activities of the Library, he/she is in a special position to observe patron and Library needs. The person in this position will alert the management staff of problems in the Library and unmet service areas.

Educational Requirements/Skills

A Bachelor's degree and a minimum of three years of relevant library experience is required. Experience with Minerva preferred. The Circulation Services Manager must have a working knowledge of common computer programs such as Microsoft® Word, Publisher and Excel, possess the ability to learn new computer programs, and possess the ability to work accurately and efficiently with a multitude of details in a busy atmosphere.

Supervision Received

Circulation Services Manager receives direct supervision from the Assistant Director and general supervision from the Library Director.

Personal Qualifications/Attributes

To provide optimum library services to the community, the Circulation Services Manager needs to have a positive, lively and courteous manner. He/she must present a neat appearance. Some of the public's interaction with the Circulation Services Manager may be difficult but the person in this position must present a fair, patient and respectful demeanor to all patrons. Honesty and respect for the rights of others is a minimum requirement because of the legal and ethical responsibilities of working with library patrons. An interest in books, reading and learning is highly desirable.

Physical Requirements

The physical requirements 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. Duties are performed in an office type environment. Duties require extended periods of walking, standing, talking or hearing, keyboarding, lifting/carrying items, reaching with hands and arms, and using hands to finger, handle or feel. Duties require occasional periods of sitting, climbing or balancing, pulling/pushing items, and stooping, kneeling, crouching or crawling. Weights up to 25 pounds are frequently encountered, with some exposure of weights to 50 pounds. Must be able to pull and push book trucks, with casters, weighing up to 200 pounds. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Hazards are minor and controllable, but can include exposure to high precarious places, toxic or caustic chemicals, risk of electrical shock, cramped quarters, human error and angry/hostile humans. The noise level ranges from quiet to moderate. Hours are irregular and include evening and weekend hours.

Staff Relationships

The Circulation Services Manager is hired by the Library Director and the Assistant Library Director and will report to the Head of Adult Services. When the Director is not in the building the Assistant Director is in charge of all staff. When both the Director and Assistant Director are unavailable the Youth Services Librarian is in charge. Some supervision of tasks and activities are delegated to the Assistant Director, but the Circulation Services Manager is ultimately under the supervision of the Director. In addition, the Circulation Services Manager must be able to cooperate in a positive manner with all Library staff.

Wage range, benefits and other personnel policies are in compliance with the Kennebunk Free Library's personnel policies and procedures.