

**Position Purpose:**

Performs administrative, professional work in directing and supervising the programs and operations of the circulation department and provides administrative support to the Library Director in planning, implementing, and managing library services overall. Performs all other related work as required.

**Essential Functions:**

*(The essential functions or duties listed below 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.)*

- Responsible and in charge of Circulation, including training and supervising circulation staff. Responsible for developing, implementing, administering, and reviewing policies and procedures pertinent to circulation.
- Responsible for staying up to date on CWMARS and Evergreen circulation practices and imparting new information to staff. Creates and analyzes circulation statistics and keeps Director updated on circulation trends.
- Assists in interviewing applicants for positions in the library. May coordinate daily and weekly schedules and makes reports to the Library Director on performance issues.
- Assists in payroll preparation and maintains records of vacation, sick and personal time use.
- Responsible for the library's adult collection development, as well as the collection development for all electronic materials. Analyzes circulation data to keep up on what patrons want and use information in choosing items.
- Handles and resolves complaints and issues within the library, which can require tact, understanding and excellent listening skills.
- Completes incident reports as needed to document any issues or injuries sustained on the library grounds.
- Maintains programming statistics and coordinates promotions for library programs--Applies for grants to assist in funding programs.
- Oversees Youth Services within the library and meets monthly with the Head of Youth Services to discuss programming and activities.
- Acts as a local administrator for CWMARS.
- Provides information and assistance to library patrons. Provides instructions on the effective use of reference materials, including online databases, copier, scanner, and library computers. Provides assistance to patrons using both direct and wireless devices. Provides training to the public on a variety of electronic devices, software, and applications.
- Performs data entry searches for requested items, searches statewide and nationwide databases for materials. Answers reference questions conducting required research on difficult and complex questions. Analyzes reader needs to develop collection to address such needs.
- Assists readers in location of books, periodicals, and other materials in person and over the telephone. Registers borrowers and charges/discharges books in accordance with department procedures. Collects fines and payment for lost books and enters in computerized cash register.
- Receives complaints or special requests from library users and makes every effort to follow through in response to them.
- Maintains quality public relations, advising patrons of library programs, procedures, and policies.
- Utilizes automated circulation system, new technologies, electronic equipment, and on-line resources in the performance of duties.
- Organize, catalog, process, withdraw, and shelve books and other library materials.
- Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

Bachelor's Degree in Liberal Arts or a related field; or an equivalent combination of education and experience.

**Knowledge, Ability and Skill:**

*Knowledge:* Knowledge of library science, services, policies, and procedures. Knowledge of research techniques to learn reader interest levels, awareness of publisher and dealer practices and methods of library supply resources. Familiarity with data processing and automation systems affecting administrative and library services, especially computer applications and the Internet.

*Ability:* Ability to supervise and evaluate staff. Ability to use basic computer software programs and to troubleshoot basic computer problems for the public. Ability to provide training to the public using a variety of electronic devices, software, and applications. Ability to train and direct library staff in their duties. Ability to research information for a wide variety of library users through published reference materials and electronic databases. Ability to interact in a positive and effective manner with employees and the public and to work independently.

*Skill:* Proficient computer skills. Strong planning, organization, and communication skills, both oral and in writing. Supervisory and customer service skills.

**Physical Requirements:**

*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, minimum physical effort is generally required to perform duties in typical office conditions. This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects and equipment. Employee may occasionally lift and/or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

**Supervision:**

*Supervision Scope:* Performs highly responsible work of a complex nature which involves the exercise of independent judgment and initiative in planning and overseeing the administration of the library and in the development and delivery of library services to meet individual and community needs.

*Supervision Received:* Works under the direction of the Library Director.

*Supervision Given:* Supervises all subordinate employees and volunteers. In the absence of the Library Director, is responsible for operation of the library and supervision of staff

**Job Environment:**

- Work is performed under typical office and library conditions and work environment is moderately noisy. Employee may be required to work beyond normal business hours on evenings or weekends in accordance with the library's work schedule. May be on call for emergencies at the library.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; contact is with staff, the public, varied organizations, town employees, Board of Trustees, and other libraries and consist of an information exchange dialogue, discussing routine and complex issues.
- Has access to all department-related confidential information, including personnel records, bid documents and legal proceedings.
- Errors could result in delays or loss of services, poor public perception of the library, and financial ~~and/or~~ repercussions.

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

***Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer***