JOB DESCRIPTION

JOB INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Circulation Services Manager</th>
<th>Civil Service:</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Library</td>
<td>Bargaining Unit:</td>
<td>Non-Bargaining</td>
</tr>
<tr>
<td>Reports to Position:</td>
<td>Library Director</td>
<td>Pay Grade:</td>
<td>NB Pay Scale</td>
</tr>
<tr>
<td>Location:</td>
<td>Marion Public Library</td>
<td>Overtime Status:</td>
<td>Salary</td>
</tr>
<tr>
<td>Effect. Date:</td>
<td>02/01/19</td>
<td>FLSA Status:</td>
<td>Exempt</td>
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JOB SUMMARY

Provide a brief description as to the primary purpose of this job (no more than three to five sentences):

This is a specialist professional position at the Marion Public Library. The Manager manages a core function of the library under the direction and supervision of the library Director. The Manager assists the library's diverse patron population, both in person and through designing, managing, and facilitating specialized library functions.

The employee serves as a member of the management team that develops library policies, service programs, and collections; participates in strategic planning and problem solving, marketing and outreach activities, space utilization planning and display of library materials.

ESSENTIAL JOB DUTIES/WORK PERFORMED

List essential job functions that comprise the job; describe in terms of actions (verbs) and desired outcomes in order of most important first:

Customer Experience

- Actively assess customer experience throughout library services; identify areas for improvement; design and implement strategies to enhance onsite and remote use of library services and resources
- Lead customer experience training for library staff and volunteers
- Solicit and respond to customer feedback related to customer service and library experience

Access Services

- Plan, coordinate and manage circulation and access services, including application of policies and procedures, public relations, informal readers'/viewers'/listeners’ advisory functions, and collection of fines and other payments
- Manage self-check station activities and equipment
- Develop and maintain procedures for circulation and customer record access functions, including reserves, overdue materials, inter-library loan, and library card applications with an emphasis on exceptional customer experience
- Mediate and resolve customer disputes, complaints, and inquiries related to circulation policies and procedures
- Prepare circulation and holdings reports monthly and annually, or as needed
- Manage library volunteer program and supervises volunteers
- Manage a section of the adult materials collection
- Serve as library liaison to Unique Collection Agency
- Liaise with access services and circulation departments at other Metro Library Network libraries

Other Responsibilities

- Oversee creation and maintenance of master and daily schedule for multiple service desks and classifications of staff and volunteers
- Train division staff
- Conduct library tours
- Attend and participate in library staff meetings and training sessions
- Participate in professional organizations and continuing education activities
• Work at public service desks regularly
• Supervise the library when the Library Director and the Assistant Library Director are not present

Daily work may include some clerical and paraprofessional tasks including but not limited to general circulation duties and minor maintenance.

REQUIRED KNOWLEDGE AND SKILLS
List key dimensions (measurements for success) for this position:

• Knowledge of the principles and practices of library science; demonstrated ability to apply knowledge of professional practices to library services, including but not limited to programming, reference service, collection development, and organization of information
• Knowledge of library customer service, circulation, and access services best practices
• Knowledge of best privacy practices
• Knowledge of management of integrated online library systems (shared catalog and circulation functions)
• Awareness of readers’/viewers’/listeners’ advisory practices
• Awareness of trends and developments in information storage and access technologies and practices
• Familiarity with web-based library services and applications and ability to apply this knowledge to provide services
• Ability to supervise and train a large staff of part- and full-time employees
• Ability to communicate clearly and concisely, both orally and in writing
• Ability to calculate statistics and perform quantitative analysis of services
• Ability to work with minimum supervision
• Ability to represent the library to the public and profession
• Ability to work collaboratively
• Ability to act with political savvy
• Ability to identify potential community partners and develop and maintain relationships as appropriate

ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES
List key relationships (to whom and the nature of the relationship) and leadership received and from whom associated with this position:

• Ability to sit, bend, stoop, reach, stand, push, pull as required
• Physical agility, strength and dexterity necessary for handling library materials up to 35 pounds
• Dexterity to use basic technology equipment, including a keyboard, mouse, and touchpad
• Interpersonal skills and cognitive flexibility to interface with a variety of internal and external customers in diverse, sometimes high-stress, situations
• Executive functioning skills appropriate for a busy, fast-paced environment

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS
List the minimum requirements to be considered for this position:

• Graduation from an accredited four-year college or university is required.
• MLS degree or its equivalent from an American Library Association accredited program is preferred.
• Experience in providing customer service, circulation, and access services is preferred but not required and may be substituted for by an MLS degree or its equivalent.
• Demonstrated project management experience required.
• A valid Iowa driver’s license is required within 30 days of hire.

WORKING CONDITIONS
List working conditions for this position:

• Works in an office environment
May be required to work some overtime upon demand of workload

The Marion Public Library is a busy, customer focused library with a high level of use by patrons of all ages. Patrons have high expectations regarding the quality and efficiency of library service.

Program coordinators are required to work one evening per week and in a Saturday-Sunday rotation. They regularly work with and have access to patron records that are confidential according to the Code of Iowa.

### REQUIRED BACKGROUND CHECKS

List working conditions for this position:

- Worker’s Compensation Background check
- Sex Offender Registry
- Drug Screening
- Driving Record
- Pre-Employment Physical