**Typical Responsibilities of Position**

# Reports directly to the Library Director. The Circulation Services Team Lead is responsible for supervision, planning, and development of the Circulation Services Team and circulation services rendered to the public. The Circulation Services Team Lead supervises all staff working on circulation duties including other Team Leads, but has managing authority of the Library Assistants as direct reports. He/she is part of the Library Management Team. Additionally, the Circulation Services Team Lead works as a member of other cross-functional teams. When occasions arise in which superiors are not present, he/she also acts as a floor manager of the organization.

**Duties/Examples of Work**

1. Works with the Library Director to set the service and behavior expectations for the Circulation Services Team.
2. Supervises all Circulation Services which includes setting and enforcing service expectations and scheduling staffing levels appropriate for typical or planned levels of busyness to run the library effectively.
3. Manages the Library Assistants which includes being responsible for Library Assistant training as well as taking the lead with Library Assistant hiring, management, and performance issues.
4. Works with others on a Collection Development Team and manages material purchasing budgets and is responsible for selection and ordering library materials.
5. Manages existing adult collection of items and is responsible for weeding the collection, especially the fiction, large print, and audio-visual collections.
6. Works with library staff to analyze and adjust materials handling procedures and to prioritize and assign other duties to Library Assistants to maximize efficiency and provide customer service excellence.
7. Directly oversees the RFID materials handling unit.
8. Regularly communicates with the Library Director to discuss plans, share information, and receive direction.
9. Participates in library committees and meetings to lend the circulation services’ perspective to library plans and projects.
10. Participates in SCLS/LINK committees regarding the ILS and circulation services and communicates applicable information to the Library Director and appropriate library staff, especially within the Circulation Services Team.
11. Contributes input to Management Team tactical and strategic meetings. Identifies potential areas of organizational improvement and suggests solutions.
12. Inventories and orders general operating library supplies or delegates and oversees those duties.
13. Handles material donations and the Friends of the Library Book Sale Shelf.
14. Follows and communicates library policies and procedures to Circulation Team members.
15. Under the direction of the Technical Service and Reference Team Leads, performs technical service and reference desk procedures, such as copy cataloging, linking items to the ILS database, deleting records, answering reference and reader’s advisory questions, etc.
16. Empties bookdrop and checks returned items in at the proper place for checking in.
17. Performs light housekeeping.
18. Performs other duties as assigned.

**Technical Abilities and Competencies**

1. Ability to use personnel management techniques effectively including coaching, constructive conflict, reinforcement, and acknowledgment.
2. Knowledge of library methods, policies, and procedures and the ability to apply them to library operations. Knowledge of the Dewey Decimal System, Library of Congress Subject Headings, and other standardized library classification and organization systems.
3. Ability to direct the work of team members.
4. Ability to think creatively and make thoughtful decisions using policies and procedures as guides to solve unique problems within library operations.
5. Ability to identify areas for improved service and recommend changes.
6. Ability to give input into decisions and support decisions once made, even if they are not his/her ideas.
7. Ability to effectively present information and respond to questions from patrons and staff.
8. Ability to maintain confidentiality of library patron information.
9. Ability to follow detailed instructions.
10. Ability to maintain a regular work schedule.
11. Ability to gather statistics, analyze information and write reports.
12. Ability to operate library specific and typical office machines and equipment properly, including book processing equipment.
13. Ability to use computer software and manage computerized files, including knowledge of databases and search methods.
14. Ability to conduct reference and reader’s advisory interviews.
15. Ability to work independently, organize and prioritize work, pay attention to details, respond to varied/changing work demands and make decisions as required.
16. Possess outstanding interpersonal skills and the ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors.
17. Ability to manage people, plan ahead to establish and maintain schedules that fit library needs, give effective direction to subordinates, peers, and superiors.
18. Ability to work in teams and take direction from peers and superiors, and consider, assimilate, and utilize input from subordinates and other teams.
19. Keyboarding and filing ability.
20. Ability to drive a car to get to occasional meetings outside the library.
21. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities and opportunities.
22. Professional use of English grammar and spelling.
23. Spanish language knowledge is a plus.

**Physical Demands of the Position**

1. Bending/twisting and reaching.
2. Fingering: keyboarding, writing, filing, sorting, shelving and processing.
3. Handling: processing, picking up and shelving books.
4. Lifting and carrying: 50 pounds or less.
5. Pushing and pulling: objects weighing 300-400 pounds on wheels.
6. Frequent sitting, standing, walking, stooping, kneeling, bending, and crouching.
7. Reaching down to the ground and up to 80 inches in height with the aid of a footstool.
8. Near vision: Reading faded type, font size 12 or smaller on item labels, regular reading off computer monitors.
9. Far vision: observing patrons in need of assistance from a distance of 20 feet or further.
10. Talking and Hearing: Use of telephone.
11. Occasional travel to meetings outside the library.

**Mental and Interpersonal Requirements and Competencies**

1. Ability to apply technical knowledge.
2. Ability to comprehend and follow verbal and written instructions from supervisors.
3. Ability to deal with abstract and concrete variables.
4. Ability to understand abstract relationships and logic patterns.
5. Ability to interpret technical regulations and instructions.
6. Analytical Skills: identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
7. Communication Skills: effectively communicate ideas and information both in written and verbal form.
8. Mathematical Ability: calculate basic arithmetic problems (addition, subtraction, multiplication, division) without the aid of the calculator. Compose and understand spreadsheets with formulae to analyze statistical data and library budgets.
9. Reading Ability: effectively read and understand English language information contained in emails, memoranda, reports, bulletins, etc.
10. Planning and Organization Skills: develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of measuring and accomplishing goals.
11. Problem-solving Skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; and refer problems to the library director when necessary.
12. Time Management: set priorities in order to meet assignment deadlines.
13. Ability to comprehend and follow instructions: effectively follow instructions from supervisor, verbally and in written form.
14. Ability to deal with abstract and concrete variables and follow abstract logic patterns.
15. Ability to interpret technical regulations, procedures, and instructions.
16. Ability to work effectively in a constantly changing environment.
17. Ability to deal with stress from working with the public and managing staff under deadlines.

**Environmental/Working Conditions**

1. Daytime, evening, and weekend hours.
2. Inside work environment.

**Equipment Used**

Computers, Microsoft Office software, databases, audiovisual equipment, book truck, calculator, camera, cash box, mp3 players, iPads, iPods, e-book readers, copy machine, scanner, barcode label maker, fax machine, library automation system, microfilm/fiche reader/printer, telephone, microfilm/fiche reader/printer.

**Education and Experience**

1. At least a Bachelor’s degree from an accredited college or university or commensurate experience.
2. Previous library experience is strongly suggested.
3. Keyboarding and general office experience required.
4. Previous personnel management is strongly suggested.

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