

Hardin County Public Library
100 Jim Owen Dr. Elizabethtown, KY 42701

Job Title: Circulation Manager
Reports to: Library Director
Job Classification/Status: Full-Time
Salary: Set by Library Director

Job Description:

The Circulation Manager is responsible for the development, implementation, coordination, and day-to-day supervision of circulation services at the Library. Also provides direct customer service to library users. Duties require supervisory skills, independent judgment, and independent action. Excellent leadership and customer service skills required. This is a full-time 35-hour workweek position, with benefits available. Requires day, evening, and weekend work.

Essential Functions:

Circulation

- Ensure all library patrons receive excellent, equitable, and efficient assistance in all interactions with circulation services.
- Administer, interpret, and explain circulation policies and procedures for library staff and patrons. Recommend circulation policy and procedural changes when such changes would enhance Library services, and benefit patrons.
- Oversee overdue, missing and damaged materials process including notification, customer account maintenance, billing and dispute resolution.
- Respond to and resolve patron concerns or problems, which cannot be resolved by circulation staff.
- Provide basic reference and reader assistance as necessary. Provide technical support or instruction to patrons on library equipment and devices.
- Perform general desk duties including answering telephone and directing calls, circulation of library materials, holds processing, payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage and other similar responsibilities.

Personnel

- Schedule, train, supervise, and manage circulation staff members. Plan, organize, and direct the day-to-day work activities of the circulation staff in accordance with project or program requirements.
- Hold circulation staff meetings to ensure clear communication and address team needs. Address disciplinary issues in alignment with library policies and the director.
- Compile and distribute the weekly staff work schedule. Arrange for adequate staffing in the case of unanticipated absences.
- Coordinate and monitor work-study student placements, ensuring compliance with regulations, and managing administrative tasks related to the program.

- Organize, train, and manage volunteers, ensuring they are effectively contributing to the organization's mission while having a positive experience.
- Regularly update the director on circulation status; clearly and concisely communicate any issues, problems, or concerns.

Other

- Monitor library security, safety, health conditions, and environmental concerns, including interacting with law enforcement if necessary.
- Manage the overall appearance of the library through supervision of shelf reading and tidiness, upkeep of public areas, and special event decorating.
- Perform collection maintenance activities, including inventory, weeding and shelf shifting, under the direction of the Director.
- Perform other duties as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Bachelor degree preferred or a combination of some post-secondary education and relevant work experience.
- Prior supervisory and customer service experience required. Requires interpersonal skills to effectively deal with the public and coworkers in a positive, professional manner
- Knowledge of library principles and practices and the ability to put them into practice.
- Must be able to meet and maintain Kentucky Department for Libraries and Archives (KDLA) certification requirements.
- Computer experience with standard office software, including Microsoft Office products, email, and internet usage.

PHYSICAL DEMANDS:

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. Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

The job description is not a contract between the Library and the employee. The Hardin County Public Library is an at-will employer. The job description duties may be changed at the discretion of the Library and/or the Library may request the employee to perform duties that are not listed on the job description.