



# Mystic & Noank Library

## Job Description

<b>Job Title</b>	Head of Borrowers Services	<b>DRAFT Date</b>	September 9, 2024
<b>Supervisor's Title</b>	Assistant Director	<b>Department</b>	Borrowers Services
<b>Total Direct Reports</b>	Number: <u>0</u> Supervisors <u>4</u> Non-Supervisors	<b>Primary Budget Responsibility?</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Amt: \$ _____
	Titles: Library Assistants	<b>FLSA Status</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>Primary Purpose</b>	Under the direct supervision of the Assistant Director, oversees the staffing and operation of the main Library Circulation Desk and provides technology and program assistance for library staff and patrons.		
<b>Essential Functions</b>	<ul style="list-style-type: none"> <li>• <b>Circulation Operations:</b> Plans work assignments for circulation services according to Library schedule and/or standard routine and verifies the assignments have been properly completed; manages circulation services including but not limited to charging, discharging, and renewing library materials, registering patrons, and handling people counters; recommends, plans, and implements circulation services and necessary changes in those services to keep current with needs of the community; arranges interlibrary loan and support for multiple book clubs; manages the museum pass program; develops packets for new library cards; covers circ desks on a regular schedule.</li> <li>• <b>Staffing:</b> Plans, organizes, schedules, and manages the proper functioning of the circ desks; assists in hiring, training, evaluating, developing, and retaining circulation staff; drafts staff and volunteer work schedules; maintains staff work calendar ensuring appropriate staff coverage; approves staff vacation requests and bi-weekly time sheets for payroll; supervises and prioritizes the work of all staff and volunteers assigned to the department; coordinates and provides training for staff and volunteers; provides coaching and direction to staff as needed; maintains and updates the circulation procedures manual; provides instruction and/or assistance with technology to staff as well as library users.</li> <li>• <b>Administration and Reporting:</b> Maintains daily, monthly, and annual statistics and provides periodic reports on findings, trends and recommendations; manages bulletin boards for library and community notices; monitors the daily operation of the SIRSI online circulation system and acts as liaison with other libraries in the SECONN consortium; oversees billing and collections operations and daily cash control; inventories and</li> </ul>		<b>% Time</b> <b>40</b>  <b>30</b>  <b>30</b>

	<p>purchases supplies within approved budget; manages meeting room schedule; attends meetings as required by the AD. Interprets library policy and explains procedures to the staff and to the public; maintains confidentiality of library records.</p> <ul style="list-style-type: none"> <li>• <b>Programming/Technology Assistance:</b> Participates in or leads outreach events with prior approval from AD. Maintains meeting room schedule and drafts descriptions for programs. Coordinates art displays and receptions, ensuring accuracy of policies and procedures related to artwork. Designs and teaches technology classes for small groups, and coordinates one-on-one appointments in the library; provides technology assistance to library users as needed. Maintains library phone system. Participates in monthly program support meetings. Delegates programming support tasks to Library Assistants and volunteers.</li> <li>• <b>Collection Management:</b> Delegates and assists in display curation and maintenance, manages workflow for Library Assistants regarding processing of incoming titles, monitors movement of adult new books to stacks, oversees labeling and inventory projects. Runs reports for weeding and reviews titles for relevance in collection, suggests titles for purchase. Replaces worn library materials with donations in good condition, adds duplicate titles to circulation as needed. Oversees serials control. Reviews materials for damage, monitors overdue and missing items and bills patrons accordingly.</li> </ul>	
<b>Non-Essential Duties</b>	<ul style="list-style-type: none"> <li>• Drafts policies related to public services in collaboration with AD and ED. Writes and implements procedures related to circulation.</li> <li>• Performs any other related duties as assigned.</li> </ul>	
<b>Measures of Success</b>	<ul style="list-style-type: none"> <li>• Patrons cite a welcoming circulation desk and exemplary customer service.</li> <li>• Circulation desk staff operate as a cohesive team.</li> <li>• Neat, orderly, and inviting adult services section.</li> <li>• Up to date on library trends in Circulation Services.</li> <li>• Active collaboration with library leaders and staff.</li> <li>• Well maintained statistics, billing, strong, accurate circulation services</li> </ul>	
<b>Impact on Organization</b>	<ul style="list-style-type: none"> <li>• Critical to community appreciation of, and support to, the Library.</li> <li>• Processes and practices are understood by patrons and consistently practiced by staff.</li> </ul>	
<b>Critical Work Relationships and Workflow Interdependencies</b>	<p>Executive Director Assistant Director Library Assistants</p>	
<b>Work Schedule</b>	<p>Full time including some evenings and weekends, on a scheduled basis.</p>	
<b>MINIMUM Qualifications:</b>	<ul style="list-style-type: none"> <li>• Some post-secondary education, with knowledge of library operations, or equivalent experience.</li> </ul>	
<b>PREFERRED Qualifications:</b>	<ul style="list-style-type: none"> <li>• Bachelor’s degree.</li> <li>• Library circulation desk supervisory experience.</li> </ul>	

<p><b>KSAs</b> (<i>Knowledge, Skills, and Abilities</i>)</p>	<ul style="list-style-type: none"> <li>• Has knowledge of library circulation systems and practices.</li> <li>• Actively seeks opportunities for further professional education and development in library operations and customer service.</li> <li>• Has knowledge of personal computers and software applications</li> <li>• Is adept at communications and customer service.</li> <li>• Reads, writes, and speaks English fluently.</li> <li>• Adds, subtracts, multiplies, divides, and performs accurate arithmetic computations.</li> <li>• Works effectively in a fast-paced and versatile manner.</li> <li>• Quickly and effectively problem-solves job-related issues.</li> <li>• Models team approaches to effect efficient operation of the library.</li> <li>• Is effective at planning, delegation, coaching, and performance feedback.</li> <li>• Prioritizes and balances workloads of staff for timely outcomes.</li> <li>• Works effectively independently or with minimal guidance.</li> <li>• Maintains confidentiality of information.</li> <li>• Influences with and without authority.</li> <li>• Demonstrates collaboration among staff, Board members, patrons, suppliers, and community partners.</li> <li>• Is accountable, modeling a ‘can do’ mindset and delivering role outcomes in a reliable and professional manner.</li> <li>• Consistently works as an engaged team member with a diverse group of individuals, sharing ideas, impartially considering different perspectives, seeking and acting positively upon feedback, and looking for ways to enhance the library.</li> <li>• Provides stellar service, ensuring all feel welcomed, respected, and equitably supported.</li> </ul>
<p><b>Physical, Mental Demands, Sensory and Environmental Demands</b></p>	<ul style="list-style-type: none"> <li>• Works in standard office and school building environments.</li> </ul> <p>Note: Also see the Summary of Physical, Mental, Sensory and Environmental Requirements Needed to Perform Essential Functions for this position.</p>
<p><b>Approvals</b></p>	<p><b>Supervisory Approval:</b> _____ <b>Date:</b> _____</p> <p><b>HR/Executive Approval:</b> _____ <b>Date:</b> _____</p> <p><b>Completed By:</b> _____ <b>Date:</b> _____</p>