

**Job Title:** Circulation Manager

**Reports To:** Library Director

**Supervises:** Circulation/Reference staff

**Purpose:** The Circulation Manager position oversees the Circulation/Reference staff. The manager is responsible for insuring the highest level of customer service and manages the work schedule for the front desk librarians. Along with managerial duties, this position functions as another Circulation/Reference librarian, which requires working at the front desk when scheduled each day, and interacting with patrons on that basis. In addition, the Circulation Manager is responsible for collection management.

**Scope:** The Circulation Manager position deals with routine patron activity and requests, and is responsible for summoning other staff for assistance in fulfilling patron needs that are outside of their training or experience. This position is not responsible for determining the library's response to requests that are outside of the library policies. The manager must take the lead in learning and teaching the circulation staff about any new systems and procedures that the library implements. Personnel issues are outside the scope of this position; those issues are the responsibility of the Library Director.

### **Daily**

- Act as Circulation/Reference Librarian in addition to managerial duties
- Overdue notification letters generated and mailed (may be delegated to morning shift)
- Process hold requests from website (may be delegated to morning shift)
- Record door counter statistics (may be delegated to evening shift)
- Manage Book Club Kits in house and coordinate ILL resources with the cataloger
- Manage info@holdregelibrary.org email account

### **Weekly**

- Participate in management team meetings
- Prepare front desk staff schedule

### **Monthly**

- Create circulation statistics summary for Board meeting
- Prepare purchase suggestions per allocated budget for new materials for collection management

### **Annually**

- Conduct circulation staff performance evaluations
- Manage magazine jobber account (EBSCO)

### **As Needed**

- Train patrons on use of Internet
- Work with director to fill openings in Circulation/Reference
- Train new Circulation/Reference staff
- Other related duties as assigned

Revised 6/5/2024 and Accepted 7/9/2024