**City of Grimes**
**Grimes Public Library**
**Job Description**

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| **Job Title:** | Head of Circulation | **Department:** | Library |
| **Supervisor:** | Library Director | **Civil Service:** | Not Applicable |
| **Category:** | Exempt X<br>Non-Exempt | **Date:** | April, 2015 |

**Summary Description**
Under the general direction of the Library Director, manages the Circulation Department and is in charge of the circulation of library materials, collects fines/fees, processes reserved items for patrons, and assists Director with computer maintenance. Hires, trains, supervises, schedules, assigns duties, and evaluates Circulation Clerks and Filers in conjunction with the Director. Assists patrons with directional information, reader's advisory and reference. Develops and executes Adult Programing in coordination with other programming librarians. Participates in the development and implementation of policies and procedures.

**Job Duties/Responsibilities**
- Manages the circulation desk, including working at the desk and supervising circulation staff.
- Presents a professional image of the library, its staff and its resources by creating a welcoming environment for patrons and staff.
- Creates and maintains a standard of outstanding public service and a positive work environment for the staff, by providing leadership and guidance to the staff in fulfilling their responsibilities.
- Responds to patron questions and handles difficult situations with grace, courtesy, and tact.
- Assists patrons and staff in using the Library facilities, on-line catalog, and finding Library materials, both in person and over the telephone.
- Assists users and staff in gaining access to computing resources and resolving hardware, software issues as necessary along with the Director and Professional Technical Support
- Supervises and evaluates Circulation Clerks and Filers in conjunction with the Director.
- Prepares and maintains departmental records and compiles statistics and information as needed.
- Keeps the Circulation Desk, computer desk, and catalog stations stocked with supplies and forms as needed.
- Manages the overdue materials process.
- Processes Inter-Library Loans, including Book Club requests.
- Maintains patron records.
- Develops, plans, organizes, and facilitates adult programs.
- Maintains the public bulletin board, information, and book sale displays.
- Plans and facilitates the monthly adult book club in coordination with the Lead Clerk.
- Meets weekly with the management team.
- Assists the Director in the development and implementation of Circulation department policies and procedures.
- Assists with library statistics and reports them to the Director.
- Repairs or replaces damaged or lost circulation items in coordination with the Assistant Director.
- Updates and maintains the library website along with the Head of Youth Services.
- Coordinates and participates in staff meetings.
- Cross trains in other departments in order to serve as a backup when necessary
- Performs other job related duties and other projects as required.
- Reports to work when scheduled and works expected number of hours.

**Minimum Qualifications** *include:*

- A.A. Degree, or 2 or more years of related experience, or an equivalent combination of education and experience.
- Must hold Public Library Staff Certification through the State Library or gain the certification within one year of job acceptance.
- Understands the importance and execution of excellent public service.
- Reliability and promptness in regard to meeting working schedules.
- Ability to assume responsibility for assigned work without supervision.
- Ability to perform detailed work with accuracy.

**Preferred Qualifications** *include:*

- Bachelor's Degree
- Work experience in libraries or familiarity with use of library catalogs and databases to locate materials.
- Work experience in serving the public.
- Knowledge of books, magazines, electronic materials, internet resources, and other library materials.
- Experience working with and maintaining computers and audio/visual equipment.
- Above average typing skills.

**Working Conditions**

- The duties of this position are performed in a library setting.
- There is constant pressure and frequent interruptions to meet deadlines and handle multiple projects in a day.
- Must be available to work daytime, evening and weekend shifts, and is responsible for carrying out opening and closing procedures.

**Skills and Abilities Required to Perform Job:**

- Must be able to interpret instructions and have the ability to solve practical problems with a variety of variables.
- Must have the ability to do arithmetic calculations involving fractions, decimals, and percentages.
- Must possess the ability to understand and follow verbal or written instructions, compose original correspondence; interview to obtain basic information; interview job applicants; and have increased contact with people either in person or via the telephone.
- Must be physically able to perform light work: exerting up to 20 pounds of force occasionally; exerting up to 10 pounds of force frequently; exerting a negligible amount of force constantly to move objects.
- Visual requirements include clarity of vision at distance of less than 20 inches and up to 20 feet with or without correction; depth perception; field of vision.
- Must be able to perform the following physical activities: Talking, hearing, stooping, kneeling, crouching, reaching, standing and/or sitting for long periods of time, walking, pushing, pulling, grasping, lifting and repetitive motions.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract of employment.

**Approval:**

**Library Board**
**Date:**