LIBRARY CIRCULATION MANAGER

DEFINITION OF WORK

Employees manage the Circulation Department at the County Library Headquarters or at a regional branch library in the Cumberland County library system. As circulation manager, employees ensure work performed by staff meets all library goals and customer service standards. At the circulation desk, employee performs all duties to include, but not limited to, checking in and out library materials; registering customers for library accounts; collecting fees and fines; and assisting customers with author, title, and subject searches. Employees provide supervision, training, scheduling, and evaluation of staff. Employee may act as person in charge of library as assigned to include nights and weekends. Direct supervision and guidance is provided by a professional level librarian at library headquarters or at regional branch libraries.

EXAMPLES OF WORK

Employees counsel staff and recommend disciplinary action; conduct performance evaluations. Participate in the selection of employees; interview candidates, make recommendations for hire, and complete required paperwork. Provide for adequate circulation desk coverage. Provide assistance and advice to peer employees at other branch libraries as needed. Instruct all circulation staff on functions, procedures, policies, and use of circulation software. Resolve fee disputes with customers; refer as appropriate to branch manager or Public Services Section manager. Promote library services and programs. Sell Friends of the Library merchandise. Assist with readers' advisory activities and collection development and maintenance. Employees may provide reference and information assistance. Employees perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a major in management, computer science, or a related field and three years of relevant supervisory public library experience or supervisory customer relations experience in the public sector; or graduation from high school and seven years of directly related public library and supervisory experience; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Knowledge of the principles and practices of modern library operations as applied in a public library specialty area; knowledge and understanding of principles and practices of management; knowledge and awareness of library policies and procedures; knowledge of basic reference sources and research techniques; knowledge of online room reservation and library card registration software; ability to operate library computer systems and demonstrate use to the public; ability to troubleshoot basic office equipment; ability to express ideas effectively, orally and in writing; and an ability to maintain effective relationships with staff, customers and the community.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the

use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work is performed in an office environment. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Must be able to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling.
Must be able to lift, carry, push, and/or pull objects and materials of moderate weight up to 40 pounds.
Must be able to perform coordinated movements such as operating office equipment and keyboarding.
Some tasks require visual perception and discrimination.
Some tasks require oral communications.

Cumberland County
July 2012