

HEAD OF BORROWER SERVICES

Department: Library
Division: Borrower Services/Circulation
Appointing Authority: Library Director

Grade: 10
Revision Date: 8/19
Bargaining Unit: C

Definition:

Supervisory and administrative duties in the management and operation of the Borrower Services Department of a municipal library, including developing, implementing, directing, delivery, and evaluation of effective borrower services operations, procedures, and processes. All other related work as required that is logical to the position.

Supervision:

Works under the policy direction of the Library Director and Board of Trustees.

Reports directly to and works under the supervision of the Library Director, but functions independently in accordance with departmental operating procedures. Special projects may be assigned by the Director or the Assistant Director.

Supervises all library employees when they are scheduled to work the circulation desk, all library volunteers, and work study students and occasional interns assigned to the Borrower Services Department.

Environment:

Varied work in a multi-task environment. Duties are performed under typical library/office conditions. Operates standard library/office equipment.

Engages in high level of contact with a diverse general public and with co-workers, as well as C/W MARS staff, Greenfield city employees and committees, Trustees, Friends of the Library, and other outside organizations.

Errors in circulation duties may cause customer dissatisfaction and inaccurate circulation records throughout the C/W MARS network. Errors in judgment or duties may cause an adverse impact on public opinion and/employee morale; may have legal or financial repercussions; and may result in waste of public funds and lower standards of library service for the City.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Manages all aspects of the Borrower Services Department, including all transactions that occur at the circulation desk; movement of materials from library to library within the C/W MARS network; maintenance of the collection of materials for adult borrowers; scheduling, training and supervision of employees, volunteers, work-study students, and interns; and developing and implementing policies and procedures.

Directly supervises all circulation transactions and patron registrations. Ensures efficient and accurate record-keeping of circulation and user statistics. Manages billing function, including overdue notices. Deals directly with library customers to resolve complicated circulation issues and/or complaints.

Responsible for the expeditious movement of materials from library to library through the C/W MARS delivery system. Acts as C/W MARS coordinator. Manages any changes in C/W MARS network policies and procedures relative to circulation and delivery; communicates changes in a timely manner to staff and public; arranges for staff training in new procedures.

Responsible for maintenance of the adult collection. Ensures that returned materials are re-shelved quickly and accurately. Arranges for volunteers or library staff to check materials on shelves for accuracy in re-shelving. Ensures that materials in the adult collection are spaced evenly on the library shelves; identifies areas of the collection requiring a different allocation of shelf space; develops and implements systematic plans to accomplish the rearrangement of titles. Using best practices and circulation reports plans the removal of materials that are duplicates, outdated, contain inaccurate information, or are no longer circulating actively. Selects new materials to add to the adult collection.

Coordinates orientation and training of new employees. Trains, supervises, and evaluates departmental staff to ensure exemplary customer service at the circulation desks. Assigns duties within department.

Maintains master personnel schedule for entire library staff. Responsible for arranging sick, personal, bereavement, and vacation coverage. Designs time-off request forms to ensure accurate record-keeping of staff time.

Responsible for all paperwork related to volunteers, interns and work study students. Supervises the work of , assigns tasks to, and evaluates performance of all volunteers, interns, and work study students. Coordinates library services with the Homebound Delivery program. Plans and oversees annual volunteer appreciation event.

Maintains and updates library personnel procedures. Provides assistance to other library department heads in finding solutions to work problems and procedures. Communicates with entire staff when policies and procedures are updated or amended.

Works at the circulation desk on a regularly assigned basis. Provides information and assistance to patrons in a friendly, helpful manner. Interprets library policies to the public and enforces rules when necessary. Maintains a welcoming environment at the library's circulation desks. Models good customer service at all times. Anticipates problems and takes steps to devise and implement solutions. Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly with co-workers and the public to provide quality customer service.

Participates actively on the library's adult/teen programming committee.

Responsible for developing and implementing Greenfield Library policies and procedures specifically pertinent to circulation of material, and assists Director in developing general library policies or procedures to improve overall operational functioning. Ensures that circulation policies or procedures are efficient, effective, and impact customer service in a positive manner.

Maintains and updates skills and knowledge of library services and trends, especially as they relate to circulation, C/W MARS delivery, collection maintenance, and staff scheduling. Attends professional

meetings, workshops, and other continuing education opportunities that enhance library skills relevant to this position. Reads professional literature to that same end. Participates in network and regional library committees, as time and schedule permit.

Performs other duties of similar nature and complexity as requested by the Director or Assistant Director.

Minimum Qualifications:

Education and Experience:

Bachelor's degree; five years of public library experience with an emphasis on services for adults, and customer service; at least two years performing circulation duties within an automated network, preferably C/W MARS; or, a combination of education and experience that enables performance of all aspects of the position. Supervisory experience required. Customer service experience required.

Knowledge, Ability and Skill:

Requires extensive knowledge of circulation operations in a public library; proficient knowledge of an automated library network circulation system; Thorough working knowledge of departmental functions; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; automated network systems, preferably C/W MARS; knowledge of Internet and data base searching; Familiarity with MUNIS and other database programs; ability to express ideas clearly and concisely, orally and in writing; ability to multi-task.

Ability to deal in an effective and courteous manner with members of the general public on a daily basis. Ability to establish and maintain effective, cooperative, and positive working relationships with library staff. Ability to work cooperatively with other library departments, C/W MARS, other city departments, and elected or appointed officials. Ability to plan, analyze, complete projects in a timely manner, consult and offer advice.

Must perform all aspects of job responsibilities with honesty and integrity.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, standing, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving book carts, files, books or other library printed materials up to thirty (30) pounds. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include telephone duties and the ability to interact with subordinates, the public, elected or appointed officials and outside organizations. Must be able to reach, bend, twist across circulation desk to receive books from patrons; lift books and other materials; bend and extend reach for such tasks as shelving books or emptying book drop.

Special Requirements:

Must successfully pass CORI/SORI checks; may involve some night or weekend work as assigned.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 8/29/2019 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 1/02; 3/10; 8/19

Department Head

Mayor

['C' Review: _____]