

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** Head of Circulation

**Department:** Library

**Appointing Authority:** Library Director

**Affiliation:** Wayland Library Staff Association

**Grade:** L-5

**Personnel Board Approved:** December 13, 2018

**Summary of Duties**

Directs the operations of the Circulation Department; all other related work as required. The Head of Circulation Services is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

**Supervision Received**

Works independently under the general supervision of the Library Director. Employee establishes own work plan and completes work in accordance with established library policies and standards; only cases involving questionable situations are referred to the Library Director.

**Supervision Exercised**

Has supervisory responsibility for employees and volunteers performing direct public service work for all circulation activities.

**Job Environment**

Work is performed under typical library conditions; the noise level is quiet to moderate with frequent interruptions. Essential functions are regularly performed without exposure to adverse environmental conditions. Library operating hours require evening and weekend hours.

Operates computers and peripherals, and standard office and library equipment.

Has frequent contact with the library patrons, vendors, staff, Town employees, and area libraries. Contact with the public is to be courteous and may require patience, tact and understanding.

Has access to limited department-related confidential information including patron records and personnel records.

Errors could result in reduced levels of service and/or adverse public relations, monetary loss, damage to library materials and possible legal ramifications.

#### Essential Functions

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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.*

#### **Administration**

- Supervises staff working or assisting at the circulation desk; trains staff in all procedures of circulation desk, including registration of new patrons, overdue procedures, handling of telephone inquiries and in-person interactions.
- In charge of scheduling twelve full/part-time circulation staff members, as well as many pages and volunteers.
- Trains staff in use of automated functions and new technologies; monitors their impact on work flow, plans and implements changes as needed.
- Plans and implements all aspects of public service, including scheduled desk hours and shelving books and materials.
- Supervises and trains volunteers, principally in shelving of library materials.
- Completes annual staff evaluations for circulation staff library assistants. Evaluates progress on department and individual goals throughout the year.
- Assists Library Director in hiring of staff, provides daily direction, assists in evaluating and disciplining staff. Trains staff in all department operations.
- Responsible for determining loan rules and application of these rules to the Wayland Library collections.
- Trains and supervises staff responsible for our Museum Pass Online Reservation System, including updating pass details and adding new pass information.
- Determines what reports are necessary for collection maintenance and generates reports using automated computer applications. Regularly analyzes and acts on centrally generated reports to improve collection database accuracy.
- Trains and supervises staff responsible for editing and correcting data entry of new patron information on a monthly basis.
- Prepares quarterly and annual reports for the Library Director and Trustees. Prepares annual department goals and relates individual staff goals to those of the department.
- Prepares annual written evaluations of Circulation staff; with the Library Director conducts oral evaluations of staff.

- Revises and updates the Wayland Library Circulation Policy Manual. Coordinates input from the Adult and Young Adult's Departments, and Children's Department.
- Works on special projects as assigned by the Library Director.
- Performs similar or related work as required, directed or as situation dictates.
- Regular attendance and punctuality at the workplace is required.

### **Customer Service**

- Strives to provide a positive library experience for patrons by providing service in a courteous, knowledgeable and effective manner. Resolves patron problems with courtesy and tact, observing service and procedural guidelines.
- Contacts require a moderate level of persuasiveness, resourcefulness, and discretion to influence the decisions and behavior of others.
- Educates staff and library patrons about various library materials using both print and electronic resources. Handles staff and patron problems and questions related to library circulation system functions.

### **Collection Development**

- Works with a variety of review sources, print and online, to suggest content to be added to Library collections.
- Responsible for fulfilling item request lists and transferring of materials in the Minuteman Library Network and noting items received. Advises staff on changes in Network policies and resolves any implementation problems.
- Remains current with popular reading trends by reviewing various weekly and bimonthly library journals. Participates in all areas of collection development. Weeds the fiction and literature areas of the collection.
- Manages the high demand collections at the Wayland Public Library; oversees proper cataloging entries for items that are re-classified.

### **Marketing**

- Increases circulation and promotes literacy and use of library holdings by planning and producing themed book displays, bookmarks, reading lists, etc.
- Creates book displays in several different locations on a regular basis.
- Plans, schedules and conducts quarterly program of book reviews.
- Produces various informational flyers, bookmarks, etc., as necessary, for public use.

### **Key Working Relationships**

- Represents the Wayland Public Library in the Minuteman Library Network on the Circulation Interest Group that is responsible for continuing updates of network policies and procedures; shares relevant information with Wayland Library staff.

### **Professional Development:**

- Pursues opportunities for professional development. Maintains current knowledge of the field through attendance at conferences, seminars, and by keeping current with literature, new technology and software programs.

Performs other duties as required.

## **Recommended Minimum Qualifications**

*Education & Experience:* Bachelor's Degree in related field; Master's Degree in Library Science from an ALA accredited institution strongly preferred; five years of experience in library operations in automated network including at least three years of supervisory experience; or any equivalent combination of education and experience which provides the requisite knowledge, skills, and abilities for this job.

### **Knowledge, Ability and Skills:**

- Thorough knowledge of library principles and practices of public library operations.
- Complete familiarity with automated library systems and related applications.
- Knowledge of current popular reading trends.
- Strong organizational and supervisory skills.
- Flexibility in order to adapt to constantly changing technology.
- Ability to interact with all members of the public in a courteous and tactful manner.
- Ability to establish and maintain good working relationships with co-workers and with staff at other libraries.
- Excellent public relations skills and ability to communicate effectively both verbally and in writing.
- Ability to work with a high level of detail.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to identify and to analyze complex issues and to develop appropriate recommendations.
- Ability to train others in the use of technology and library policies and procedures.
- Ability to fairly and tactfully enforce library policies.
- Facility for working with numbers and statistics.

### **Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Tasks require the ability to exert light physical effort, which may involve some lifting, carrying, pushing and/or pulling of objects and materials weighing 30 - 50 lbs. Tasks may involve extended periods of time at a keyboard or workstation. Vision and hearing at, or

correctable to normal ranges. Certain tasks require verbal communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

*(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.)*