

Job Description

Job Title: Library Circulation Manager (Manager IV) **Job Code:** 909045 **Job Family:** Library

Pay Grade: JC.18.18 **FLSA:** Exempt **EEO:** Professionals

Department/Agency: Library **Position Number(s):** 100517

Recommended Position Title(s): Circulation Manager

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Manages the centralized circulation operations by leading a team of managers and staff in the development and implementation of knowledge of circulation modules, policies, procedures and processes; assists Information Technology, Technical Services and Collections departments in troubleshooting circulation issues and workflow improvements; identifies and solves circulation issues; plans and implements cash management process changes; evaluates and analyzes system-wide circulation procedures, materials handling and workflow; assists Associate Director in on-site review and recommendations of circulation workflow processes; oversees Materials Recovery Service and patron bankruptcies; manages and directs system's couriers; leads monthly Circulation Services meetings, presents information on system-wide circulation functions for New Employee Orientation, and oversees training of system-wide circulation staff and ensures the standardization of quality circulation service.
- Reviews work and performance, and handles disciplinary issues; reviews/approves vacation and sick time requests, and approves weekly time records; ensures staff attend required training sessions and meet training requirements; participates in the interview and hiring process for other library staff.
- Maintains time standards, including shelving, couriers, and circulation call center; builds and maintains contact with other public library circulation managers, especially SIRSI sites, to monitor trends, techniques, policies and procedures.

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- Develops and administers Central Circulation department operating budget, including planning for and monitoring materials handling technology and other system-wide equipment needs; oversees physical maintenance of collection, partners with the Friends of the Library's Operations Manager to coordinate shared courier functions.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

Master's degree in Library Science or related field of study; four (4) years of supervisory experience in a library environment; five (5) years of demonstrated experience in the provision of circulation processes, materials handling, and resolution of complex customer service issues; and a valid driver's license with an acceptable driving record.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

None

Education/Experience Substitutions:

- Yes No Experience may be substituted for degree.
 Yes No Education may be substituted for experience.

Physical, Environmental, and Special Working Conditions:

All County employees may be called upon to assist other departments/agencies in a declared emergency situation.