

**Palos Verdes Library District
Library Manager III
Department Manager- Circulation
Job Description**

Last Reviewed: January 2019
Classification: Library Manager III
Range: 62

PURPOSE

Positions in the Library Manager classification provide direct supervision and management to staff and volunteers in a work team, functional area, or department that provides technical and/or direct library services to the community. Incumbents report to and receive direction from the Deputy Director or Director. Incumbents will also perform a variety of professional librarian duties including development of programs and services for target audiences, reference, collection development and management, and/or cataloging. Incumbents are expected to be proactive in identifying current community needs and projecting future needs and to provide leadership to initiatives to help the library identify better ways of providing library services.

The Circulation Manager provides direct supervision and management to staff and volunteers engaged in the operation and continuous improvement of the Circulation Department at Peninsula Center Library. The Circulation department provides front line customer service to our library patrons. Additionally, the Circulation department responds to patron requests for information about library services and programs, registers new patrons and issues library cards, checks materials in and out of the library, collects fines and fees, resolves patron issues and concerns, shelves library materials, processes requests for items to be placed on hold, and oversees study room reservations.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Management and Leadership

- Plan, organize, and oversee Circulation activities at Peninsula Center Library.
- Provide management and leadership to Circulation staff, including:
 - Interview, select and train new employees
 - Meet regularly with staff and complete annual performance reviews.
 - Engage staff members continuously improve the operation of the department and of the Library District.
 - Ensure staff members are well informed about District services, operations, programs, events, employee benefits, etc.
 - Ensure staff members have appropriate training and professional development opportunities.
- Organize work schedules and desk shifts for circulation staff.
- Participate as a member of the Management Team and contribute to the development of District-wide plans, goals, objectives, policies and procedures.
- Contribute to the development of the annual PVLDD budget and manage expenditures in your area of responsibility.
- Train and supervise volunteers.
- Develop and maintain effective working relationships with colleagues, library support groups, vendors and volunteers.
- Develop, plan and implement goals, objectives, policies, procedures, and standards for Circulation activities at all PVLDD locations in consultation with the Branch Manager and staff in other departments.
- Participate in professional organizations and activities.
- Serve as a Manager on Duty.

Customer Service

- Lead District-wide efforts to improve customer service. With input from colleagues:
 - Develop and administer systems for tracking and addressing customer complaints and suggestions.
 - Develop and conduct surveys and other methods of getting input from library users and non-users. Share the results with other Department Managers for use in enhancing PVLD's services and programs.
 - Develop and administer programs to monitor the quality of PVLD's service.
 - Develop customer service training for all new employees and work with the Human Resources Manager to incorporate into new employee orientation.
- Ensure all Circulation staff are trained to provide a high level of customer service, including providing polite and accurate responses to patron questions about District policies, procedures, services, programs, and events.
- Develop and implement methods of engaging Circulation staff in actively promoting District services, programs and events.
- Ensure resolution of all customer complaints related to Circulation activities. Resolve disputed accounts.

Circulation Operations

- Lead the development of District-wide procedures, policies, standards, and forms to ensure the effectiveness and efficiency of circulation activities such as patron registration and verification of identity, checking in and out of materials, collection of fines and fees, and processing of hold requests.
- Ensure staff are trained in all policies and procedures related to their positions, including operation of the automated circulation system, fire alarm system, cash registers, and credit card processing equipment.
- Communicate changes in circulation policies and procedures and provide training to staff in other PVLD departments as appropriate.
- Ensure systems are in place and delegate staff responsibility for:
 - Circulation activities such as patron registration, checking in and out of materials, collection of fines and fees, and processing hold requests.
 - Ensuring that all new and returned library materials are shelved accurately and in a timely fashion, including regular emptying of collection bins both outside and inside the library.
 - Relocating or reorganizing library materials as necessary to ensure adequate shelf space or to support collection development and access goals.
 - Recording and reconciling cash receipts and preparing transaction reports. Preparing weekly cash statements and making bank deposits.
 - Monitoring and refill change machines. Issue copy machine refunds.
 - Administering the collection of fines and fees, including referral of accounts to the District's collection agency.
 - Investigating and resolving disputed accounts.
 - Administering the Peninsula Center Study Rooms.
 - May supervise interlibrary loan if assigned

Administration and Departmental Support

- Provide professional support to the Adult Services Department, Young Readers Department, and Branches for example by assisting at the Reference or Young Readers desk, assisting with collection development, and assisting with other programs and services.
- Prepare the annual Circulation budget and manage expenditures to ensure they remain within budget.
- Manage vendor relationships.
- Maintain records associated with Circulation Department activities.
- Prepare statistical and analytical reports.
- Administer Human Resources procedures in relation to department staff (eg. time and attendance record keeping, work and vacation scheduling, etc.)

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of library policies, programs, program planning and implementation, systems development, and library operational trends and practices.
- Principles of library cataloging, collection development and sources of reference work.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Principles, practices, characteristics, and activities of library services and technology including, but not limited to integrated library database systems, the Internet, MARC tags, technology planning, technology vendor relations, RFP's, database licensing, and other applications of technology.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Communication techniques required for gathering, evaluating, and transmitting information and directing group discussions.
- Principles and practices of general and statistical research, analysis, and presentation.
- Principles and practices of supervision, training, selection, motivation, training, team building, work evaluation, conflict resolution, discipline, and personnel management.
- Principles and practices of governmental budget preparation, monitoring, and administration.
- Computer literacy as related to library applications.
- The local community and its library needs.
- Applicable Federal, State, and District laws, codes, and regulations including administrative policies and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for dealing effectively with the public, vendors, contractors, and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

- Provide effective leadership, management, and supervision.
- Independently analyze complex problems, conduct research, and develop solutions.
- Organize own work and the work of others, set priorities, and meet deadlines.
- Interpret, explain, and apply all relevant District policies and procedures, and applicable Federal and State laws, codes, and regulations.
- Communicate clearly, concisely, and persuasively both verbally and in writing.
- Use computer and other technology, including software, hardware, and the Internet sufficiently to be able to assist customers, conduct research, prepare reports, use email and other communications technologies, etc.
- React tactfully and diplomatically during interactions with staff, the public, community groups, etc. while appropriately adhering to and enforcing sound library policies, procedures, and practices.
- Conduct effective meetings.
- Demonstrate a strong service orientation and a dedication to quality customer service.
- Contribute to the strategic and administrative leadership of District as a whole.
- Prepare and administer departmental budgets.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a Bachelor's degree from an accredited college or university. Four (4) years of increasingly responsible, relevant, work experience, preferably in a public library, including one (1) year of supervisory and/or managerial experience.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Required to work flexible schedules including evenings, weekends, and holidays.