

Springfield Township

Job Title: Head of Circulation

Department: Library

Job Objective (Purpose of the position):

The person in this position performs professional duties to ensure effective and efficient operation of the Circulation Department of the Free Library of Springfield Township.

Reports To: Director

Work Schedule: Full time, 37.5 hours per week with evening and weekend rotations expected.

General Definition

This is a Full Time position requiring a comprehensive understanding of principles and practices related to public library work, with chief emphasis on delivery of outstanding library service to the public. This position functions at a higher level of autonomy, professionalism and independent judgment than an entry-level position. Professional development and community outreach are also key expectations of the position. Manages part time staff in the circulation department.

Essential Job Duties

- Schedule and maintain good relationship with all Circulation Part-time staff making sure that the front desk is covered at all times while we are open.
- Respond to readers' advisory and help is patron searching requests, in a timely and efficient manner, utilizing all points of delivery including desk, roaming, e-mail, phone, Instant Messaging and additional methods of communications.
- Provide front-line library service to all customers; maintain appropriate decorum and atmosphere in the department's public spaces.

Secondary Duties

- Assists in all duties and projects related to the functions and responsibilities of the department. These niche duties are assigned according to changing departmental needs and individual staff strengths/talents.
- Attends regular continuing education seminars; attends and participates in District related committees and meetings. Some travel out of town in rotation with other Departments.
- Other duties as required.

Essential Knowledge, Skills & Abilities:

Education, training, experience

- ALA recognized MLIS (Preferred); Bachelor Degree + Library Customer Service experience.
- Management experience.
- Must know Microsoft Office, and meet proficiencies.
- Skilled in providing assistance, recommendations and guidance in the use of library services and materials for patrons.
- Able to forge strong positive bonds with primary service clientele, with visible and evident energy and enthusiasm for serving that clientele.
- Strong knowledge of public library professional philosophies of service to public.
- High degree of cultural literacy and current events with demonstrated engagement in and awareness of activities both in the community and in the larger world.
- Continuous demonstrated ability with Internet and other electronic information resources and technologies; technological literacy at a level determined by both the organization and overall community use.

- Strong ability to self-direct with excellent collaborative teamwork and problem-solving skills.
- Exceptional oral and written communications skills; fluent in English
- Personable, with excellent professional image, superior planning, organizational and multi-tasking skills, and strong presentation/teaching skills.
- Valid driver's license

Job Location (Place(s) where work is performed)

Free Library of Springfield Township, Springfield Township Administration Building, and various sites within and outside the Township's borders

Equipment (Examples of machines, devices, tools, etc. used in job performance)

Library computer system, personal computer, word processing and database management software, photocopier, facsimile machine, telephone and automobile

Required Talents & Leadership Competencies

Talents: Service, ethics, responsibility, creativity, empathy, persuasion

Leadership Competencies: Continuous learning, flexibility, team building, customer service, and interpersonal skills, oral and typed written communications

Essential Functions of the Position

- Frequent walking, standing (upwards of two hours at a time) and sitting.
- Position involves lifting and carrying at least thirty (30) pounds and the ability to push at least one hundred (100) pounds on wheels.
- Extensive bending, stooping, pulling, reaching, handling and feeling.
- Manual dexterity; ability to operate computer keyboard and mouse.
- Good vision: correctible to 20/20 and in color.
- Clear speaking voice and good hearing.

General Requirements for All Library Employees

- Ability to project workplace image of specific job title.
- Ability to adapt to change.
- Ability to develop and maintain positive working relationships with co-workers.
- Ability to comprehend and follow library policies and procedures.
- Ability to develop an awareness of library-wide operations.
- Ability to exercise good judgment at all times.
- Ability to meet physical requirements of specific job title.
- Participates in monthly staff, department and management team meetings.

Salary range: \$45,000 to \$50,000 depending on Qualifications.