16.5 JOB TITLE:  Head of Circulation Services  
DEPARTMENT:  Circulation Services  
REPORTS TO:  Library Director  
SUPERVISES:  All Circulation Services Department Employees  

POSITION SUMMARY:  
This exempt, full-time position is responsible for the supervision of all circulation service functions in conformance with library policies, procedures and professional standards.  

Responsibilities and Duties:  
• Provides friendly, courteous and accurate service to all users.  
• Hires, trains, evaluates, supervises and manages Circulation Services staff.  
• Manages all functions and activities of the Circulation Department.  
• Maintains patron records.  
• Maintains billing records.  
• Performs circulation, interlibrary loan and reciprocal borrowing functions.  
• Responsible for billing and collection activities of the department.  
• Maintains circulation statistics over time in order to prepare monthly and annual reports for the Library Director.  
• Assists in the development of department budget and oversees appropriate expenditures of funds.  
• Recommends, develops, implements and evaluates plans for Circulation Services.  
• Maintains technical proficiency in SWAN practices for patron records, interlibrary loan and all other circulation functions.  
• Responsible for maintaining patron records, billings and receipts according to library standards and policies.  
• Resolves problems with patron records, billing, etc.  
• Provides services to the homebound and resident facilities in the community.  
• Oversees interlibrary loan and photocopy requests.  
• Assists with interlibrary loan as needed.  
• Scheduled at the Circulation Desk on an as needed basis.  
• Attends continuing education and networking events.  
• Coordinates the effective marketing of the Circulation Services Department through the library’s newsletter, website, social media, and traditional media.  
• Oversees the recruiting, scheduling and activities of volunteers in Circulation Services.  
• Represents the South Holland Public Library in the community and at events.  
• Develops and maintains regular communication with nursing and other residential facilities, community groups, business organizations and other user groups.  
• Acts as person-in-charge with other management team members in the absence of the Library Director.  
• Works with the Library Director and other department heads on strategic planning and other library-wide issues, initiatives and events.
16.0 Job Descriptions

- Assists in maintaining an appropriate atmosphere in the library.
- Creates and maintains Circulation procedure manual.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

**Knowledge, Skills and Abilities:**

- Knowledge of professional library standards and best practices in circulation and outreach services.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.
- Ability to exercise initiative and make independent decisions.
- Ability to meet established deadlines, delegate duties and attend to details as appropriate.
- Ability to develop and implement policies and procedures.
- Ability to supervise and manage a department.
- Knowledge of integrated library systems.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally, and to prepare and present reports and other information in the appropriate format.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Head of Circulation Services.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

**Minimum Qualifications:**

- Minimum of four (4) years of public library experience in a circulation services position.
- College coursework in Library Science preferred.
- Supervisory experience preferred.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.