Position: Circulation and Reserves Manager

Reports to: Public Services Management Librarian

Department: Hoover Library

FSLA Status: Exempt

Scope: This is a regular, full-time, 12-month position managing the day-to-day operations of the circulation and reserves services for the Hoover Library. Duties include: supervising, training, hiring and firing a workforce of 20 or more part-time student and temporary employees to cover 100+ hours per week, managing patron accounts including levying and collecting overdue and lost item fees with the Bursar’s Office, and providing project management and assistance to the Public Services Management Librarian. Also provides back-up support for the Assistant to the Library Director and cross-trains with the ILL Supervisor. Occasional evening or weekend hours may be required.

Basic Responsibilities:
- Supervises and manages 20+ student and temporary employees hired for the Access Services Department
- Manages the day-to-day operations of the Library’s Access Services Department
- Manages patron accounts
- Oversees the processing, organization, and maintenance of the library’s course reserves
- Provides instruction on use of circulation functions of the catalog and patron accounts as well as basic reference assistance as needed
- Participates as a member of the library staff in order to advance the mission and goals of Hoover Library
- Performs other duties as assigned

Specific Responsibilities:
Supervises and manages 20+ student and temporary employees hired for the Access Services Department
- Oversees hiring, firing, training and scheduling the workforce.
- Processes all relevant hiring paperwork and time sheets.
- Creates, develops and maintains a comprehensive training program including providing regular updates for employees to ensure the highest quality services are provided.

Manages the day-to-day operations of the Library’s Access Services Department
- Oversees daily patron notification processes; monitors circulation department email account; responds to questions and resolves issues in a timely and service oriented manner.
- Manages daily patron hold request process and routing of materials to and from other Carroll Library Partners.
- Implements quality improvement and procedural changes in order to ensure the highest level of customer service is provided by the Access Services Department. Ensures all staff incorporates changes into their workflow.
- Troubleshoots and resolves issues as they arise; consults with Public Services Management Librarian when resolution is not possible.
- Leads the development of circulation procedures documentation.
- Maintains circulation and reserves statistics.
- Ensures security of the library’s collections by training staff to respond appropriately to security alarms and consistently performing closing procedures as required.
- Opens the library five days a week.
- Manages Access Services projects including inventory, stacks maintenance and other projects as they arise.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of supervisors to assign, direct, and control the work of employees under their supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.
Manages patron accounts
- Prepares bills for fines and lost materials, ensures accuracy of patron accounts and follows up on overdue materials and fines on a recurring schedule.
- Works with the Bursar’s Office to ensure that overdue and lost item fees are levied correctly and paid on time.
- Ensures strict confidentiality and privacy of patron accounts and records.

Oversees the processing, organization, and maintenance of the library’s course reserves
- Communicates directly with faculty regarding specific details of reserve requests to ensure timely and accurate completion and works under strict deadlines and time constraints.
- Trains others to accurately assist with processing reserves.

Provides instruction on use of circulation functions of the catalog and patron accounts as well as basic reference assistance as needed
- Provides basic instruction on the use of the library’s print and electronic information resources to the college community and to the general public in person, over the telephone, and through e-mail.
- Interprets the library’s online catalog records for members of the college community and the general public and assists in locating items as needed.

Participates as a member of the library staff in order to advance the mission and goals of Hoover Library
- Assists in the planning and preparation of library events and exhibits.
- Serves on library committees.
- Provides back-up support for the Assistant to the Library Director.
- Cross-trains with the Interlibrary Loan Supervisor.

Performs other duties as assigned.

Qualifications:

- **Required:** Bachelor’s Degree and computer proficiency with Windows, Microsoft Office and database systems required.
- The position demands a motivated and reliable individual capable of working responsibly and productively without immediate and continuous supervision.
- Ability to learn quickly and have excellent interpersonal, organizational, written and verbal communication skills. A strong commitment to providing the highest quality service are essential.
- Availability to provide occasional backup weekend or evening coverage as needed.
- Must have impeccable integrity and a strong work ethic in order to instill those qualities in others.
- Demonstrated interest in continuous improvement and development, especially with regard to technology, supervision and training skills required.
- **Preferred:** Relevant library and supervisory experiences is desirable. Familiarity with an integrated library system, in particular in areas related to circulation and reserves. One year of related experience preferred.

**Physical Characteristics:**
- This position requires sitting for long periods of time, as well as some bending and stooping when working with files. This position does have some limited lifting involved but not more than 10 pounds at a time. Quite a bit of finger/hand dexterity is involved in regards to typing and/or filing. The overall setting of the job is in an area conducive to a normal office environment with minimal exposure to adverse conditions.

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