

# Job Opening

## Head of Circulation – Exempt Position Main Library – Full-time

We are seeking an enthusiastic, team-oriented individual who excels in customer service to provide leadership and management support to the District Library for Circulation Services. This individual will work under the Assistant Director of Technology to provide outstanding customer service to library patrons through a variety of customer service related, clerical, sometimes physical tasks as well as management and supervisory duties. This employee may be transferred to another location at any time to meet the needs of the library system. Please see the attached job description for full details. Evening and weekend hours may be required.

**Wage Range:** Commensurate with experience

**Posting date:** Tuesday, May 2, 2023

**Deadline for applications:** Tuesday, May 9, 2023

If you are interested in applying for this position, please submit your resume, a fully completed TADL application along with a cover letter to: Human Resources, Traverse Area District Library, 610 Woodmere Ave., Traverse City, MI 49686 or by email to [jobs@tadl.org](mailto:jobs@tadl.org). For questions, please call 231-932-8549 or email [jobs@tadl.org](mailto:jobs@tadl.org)



# Job Description

**Job Title:** Head of Circulation  
**Department:** Circulation  
**Reports to:** Assistant Director of Technology

**Classification:** Full-time  
**FLSA Status:** Exempt  
**Effective Date:** April 15, 2022

## SUMMARY

The Head of Circulation, a member of the management team, is responsible for employing Library best practices in the development and implementation of circulation patron services, community outreach, departmental budgeting efficiency, as well as the supervision and professional growth of the Circulation team. Duties may require independent judgement and action within specific parameters. In addition, the Head of Circulation is the Main branch contact person responsible for RIDES, and is responsible for training staff throughout the district on circulation policies and procedures for Evergreen ILS and MeLCat.

To perform this job successfully, an individual in this position must adhere to the Library's mission, vision, and core values and be able to meet or excel in the following representative responsibilities, knowledge, and abilities:

## ESSENTIAL DUTIES AND RESPONSIBILITIES

- Selects, trains, monitors and appraises performance of the Circulation staff according to library policy.
- Responsible for departmental customer service function and patron library account services.
- Oversees the process and function of checking materials in and out of the Main library and Branch libraries.
- Trains all District and Contract library staff on circulation policies and procedures for the Evergreen ILS and MeLCat.
- Coordinates the Main and Branch libraries' involvement with MeLCat as it relates to circulation.
- Coordinates the Main and Branch libraries' involvement with RIDES courier service in relation to circulation.
- Collaborates with other departments on community outreach.
- Provides statistical data regarding library usage on a monthly basis to the Library Director and Board of Trustees.
- Provides input for budget development and monitors expenditures.
- Oversees the handling of financial transactions at the circulation desk.
- Analyzes delinquent accounts and works with outside agencies on collection issues and processes.
- Adheres to all Library policies and procedures.
- Resolves patron service complaints and problems.
- Participates in short-term and long-term planning for the District.
- Actively works toward and reports progress on the Library's strategic plan.
- Works evenings and weekends and at any library location as needed.
- Shares responsibility for administrator on duty role for the Main Library.
- Prepares related reports, correspondence and records.
- Performs related duties as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of library policies, procedures, and best practices for providing public library customer services to all patrons.
- Ability to communicate effectively.
- Strong organizational skills.
- Ability to work effectively with the public and other employees.
- Ability to be flexible and creative in a rapidly changing environment.
- Ability to lift, stack, and carry up to 30 lbs.

**EDUCATION, EXPERIENCE and OTHER Qualifications Include:**

- Associates Degree with Bachelor's Degree preferred
- Five years of customer service experience
- Managerial experience
- Valid Michigan Driver's License and/or available transportation

Although reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions, visual and communication ability is required.