

Germantown Community Library
Circulation Manager Position Description

Position Title:	Circulation Manager
Reports To:	Library Director
Employment Category:	Full-time (salaried, non-exempt)
Department:	Library
Pay Grade:	2

Job Summary

The Circulation Manager is responsible for overseeing the operations on the Circulation Team. This position supervises the Library Specialist, Technical Services Specialist, Page I, and Page II positions along with volunteers. This position works with administration as part of the library leadership team.

Essential Duties & Responsibilities

The following are the fundamental job duties and responsibilities. These are not to be considered as exclusive or all-inclusive; other duties may be required and assigned, as management deems necessary.

- Supervise the work of library staff working on the Circulation Team including hiring, training, development, scheduling, and evaluating performance.
- Evaluate effectiveness of department activities by monitoring circulation statistics and survey results.
- Develop, modify, and implement circulation procedures to support Library, Village, County and System policies.
- Manage the library staffing schedules.
- Provide assistance to the Circulation Team responsibilities as needed.
- Manage the library's patron records in the System database.
- Manage billing patrons of lost, overdue or damaged materials.
- Manage cataloging records in the System database.
- Manage the library revenue reporting.
- Manage supply ordering, invoices, and receiving mail, newspaper and incoming orders.
- Manage Circulation Team operating procedures to align with the Library Mission and Strategic Plan.
- Collaborate with the Library leadership team with library operations, programming, and special projects as it affects patron circulation services and staff training.
- Work with the Library Director and Assistant Director to develop and maintain a budget for library supplies and Circulation Team staffing.
- Follow current library circulation trends and technologies and collaborate with the Library Director and Assistant Director to assess the impact and application at the library.
- Participate in Library, Village, County and System programs and meetings as directed.
- Market and promote circulation and tech services events and additions through displays and print and social media formats.
- Provide monthly statistics and reports of circulation and technical services activity.

Required Qualification

- Master's Degree is preferred, Bachelor's Degree, Associate's Degree, or equivalent college experience is accepted.
- At least 2 years of public library experience or equivalent experience working in a customer service or management setting preferred.
- Knowledge of public library practices, operations, and collection organization.
- Valid state driver's license or ability to obtain one within 4 months.
- Requires 1-2 evenings per week, 1-2 Saturdays per month, and a flexible schedule to meet the demands of the library.

Required Knowledge, Skills & Abilities

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to communicate effectively, both verbal and written in English.
- Must be punctual, dependable, and follow a regular set schedule.
- Must have knowledge of computer-use, internet browsers, Microsoft Office, email software, reporting and marketing software tools.
- Must have excellent organizational skills.
- Must pay attention to detail and accuracy.
- Must be able to follow written and oral instructions.
- Must be able to work independently within a team environment.
- Must maintain confidentiality of patron information.
- Must have good interpersonal skills and ability to maintain cooperative and courteous working relationships with patrons, library staff, supervisors, and individuals in related organizations in a positive manner.
- Ability to direct and supervise the work of others.
- Ability to effectively present information and respond to questions from patrons.
- Ability to understand library policies and procedures and apply them to library operations.
- Ability to engage in a warm and friendly manner with people of all ages, abilities, and backgrounds and is dedicated to providing exemplary service.
- Ability to multi-task in a customer service environment.
- Ability to lead and work efficiently under pressure, handle stressful situations, and navigate conflicts with the ability to redirect to management accordingly.
- Ability to prioritize and complete tasks in order to meet deadlines with minimum supervision and assistance.
- Ability to perform cashier (cash and credit card) and customer service duties accurately in a timely manner.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand for periods of 1-2 hours, sit, walk, crouch, bend, twist, and reach. Climbing stairs and step stools are occasionally necessary.
- Use of hands to feel, handle, finger or operate objects, tools or controls such as typing, writing, filing, shelving, processing or picking up materials and ability to reach with hands and arms.
- Ability to speak and hear within normal limits in order to answer and provide information both over the telephone and in person.
- Far vision at 20 feet or further, near vision at 20 inches or less, and prolonged use of a computer monitor.
- Ability to frequently lift or move up to 40 pounds; and push or pull objects weighing up to 80 pounds on wheels.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is generally performed in the library and/or office setting with the majority of the workday spent indoors in an area having a normal temperature and humidity range.
- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as repetitive computer keyboard use, irate individuals and intimidation may cause discomfort and poses limited risk of injury.
- Some tasks are performed while covering a service desk in view of the public. Employees are often required to multi-task by performing required duties or assignments between serving patrons.
- The noise level in the work environment ranges from moderately quiet to moderately loud.
- Some duties will require work outside of the library.

Selection Guidelines, Reasonable Accommodations & Receipt

The selection process may include formal application, rating of qualifications and experience, oral interviews, reference checks, background examination, and job-related tests.

The above is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and applicant and is subject to change by the employer as the needs of the employer and requirements of the job change.

The Village of Germantown is an Equal Opportunity Employer. In compliance with state and federal law, the Village will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss potential accommodations with the employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applicant Signature

Date

Supervisor Signature

Date

ADOPTED: 1/23/19

REVISED and ADOPTED: 3/26/25