

**POSITION DESCRIPTION
TOWN OF GRAY, MAINE**

POSITION TITLE: HEAD OF CIRCULATION – GRAY PUBLIC LIBRARY
DATE CREATED/ REVISED: 02/23/2015; 5/18/2022; 03/21/2023

Classification: Full Time, Hourly

Narrative: Responsible for overseeing the entire circulation activity of the Gray Public Library, including the issuing, return, and record keeping procedures of the library. Participates in the development of processes and assigns regular job tasks, including billing, shelving, shelf reading, and other collection maintenance. This position ensures that the Library provides excellent service to its patrons and fulfills its circulation duties in the Minerva consortium.

Supervision: Receives supervision from Library Director. This position provides supervision to the Circulation Assistants.

Job Environment: Work is performed under typical office and library conditions; work environment is moderately quiet; occasionally required to work outside of the library's normal business hours.

POSITION RESPONSIBILITIES/TASKS

Illustrative Only, not all inclusive:

- Ensures that a welcoming and professional environment is presented to all visitors, users, and library stakeholders
- Provides direct public service at the circulation desk, including new patron registration, regular circulation activities, fine collection, complaint resolution, and policy explanation
- Oversees cash handling and prepares weekly deposit for all collected funds to be delivered to the Town of Gray
- Oversees all circulation activities and staff to ensure correct procedure and processes are being followed
- Performs collection development to provide traditional and new materials for the evolving needs of library users, and collection maintenance
- Ensures the physical collection of the Gray Public Library is accurately accounted for, is discoverable and approachable by the public, and in good working order
- Trains Circulation Assistants, as well as those who have direct work at the Circulation Desk, in best practices and philosophy for the service position
- Establishes work priorities and delegates duties to Circulation Assistants
- Performs reference and reader advisory
- Acts as the point person for patron policy disputes
- Works within the Minerva consortium to ensure that policies and procedures mandated by the collective are adhered to, resolves issues relating to Minerva lending, and acts as an advocate for the interests of the Gray Public Library at standard and special meetings
- Runs reports and notices relating to bills, inter-library requests, etc.
- Assists patrons with technical needs, including computer assistance, fax, and/ or copier assistance, etc.
- Produces daily workflow schedule for staff as needed.
- Works with patrons to resolve a variety of issues, including items being claims returned, items returned missing pieces, etc.
- Follows and ensures implementation of local and state-wide library policies

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POSITION REQUIREMENTS/QUALIFICATIONS

Education & Experience

Minimum Education Required:

- High School Diploma
 G.E.D/High School Equivalent
 Associate's Degree
 Bachelor's Degree
 Advanced Degree

Prior Experience Required:

2 years of work experience within a library setting, and at least 2 years of progressive management and/or supervisory experience, or equivalent education and experience.

Prior Experience Preferred:

4 years of direct experience in similar position. Experience in the Minerva consortium. Experience with Sierra.

Knowledge, Ability, Skills

- Ability to interpret instructions both in written and oral form
- Ability to apply principles of library system to solve practical problems and to respond to routine information requests
- Ability to resolve conflicts and work well with the general public
- Ability to supervise and inspire employees
- Ability to provide high quality customer service
- Typing, filing, computer data-entry and general mathematical skills. Comfort with PC computing.
- Library clerical procedures and practices and general principles of library technical system preferred

Physical Requirements/Other

Light physical effort required in carrying and shelving books, and in performing other typical library functions.

Shift Length	<input checked="" type="checkbox"/> <8 hrs	<input type="checkbox"/> 8-12 hrs	<input type="checkbox"/> >12 hrs	<input type="checkbox"/> 24/7 operation	<input type="checkbox"/> On call
<input checked="" type="checkbox"/> Days:	<input type="checkbox"/> Nights	<input checked="" type="checkbox"/> Evening		<input type="checkbox"/> Rotating	
DEFINITION KEY	Never: 0 hours	Rarely: <10 minutes/shift or up to 1 hour per week	Occasionally: up to 1/3 shift	Frequently: 1/3-2/3 shift	Constantly: >2/3 of shift
Lifting/Carrying (pounds)	Never	Rarely	Occasionally	Frequently	Constantly
0-10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10-25	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25-50	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50-100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Typical distance carried: <input checked="" type="checkbox"/> within area <input type="checkbox"/> between areas <input type="checkbox"/> throughout facility					
Postures/Tasks	Never	Rarely	Occasionally	Frequently	Constantly
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ladders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach/lift above shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Postures/Tasks	Never	Rarely	Occasionally	Frequently	Constantly
Reach/lift below knees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasp with hands	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Keying	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Mousing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cognitive Demands/Sensory Requirements – For specific job demands, employee must be able to:					
<input checked="" type="checkbox"/> see		<input checked="" type="checkbox"/> hear		<input type="checkbox"/> distinguish color	
<input checked="" type="checkbox"/> work in diminished lighting		<input type="checkbox"/> make critical decisions		<input checked="" type="checkbox"/> perform in a fast-paced environment	
<input checked="" type="checkbox"/> speak		<input checked="" type="checkbox"/> work at a set pace/rate		<input checked="" type="checkbox"/> remember accurately	
<input checked="" type="checkbox"/> work under deadlines		<input checked="" type="checkbox"/> perform multiple tasks		<input checked="" type="checkbox"/> work independently	
<input checked="" type="checkbox"/> understand verbal instructions		<input checked="" type="checkbox"/> understand written instruction			
<input checked="" type="checkbox"/> other: Alphabetizing and arranging					

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Acknowledgement

I have received a copy of this position description and having reviewed it, agree with its description and requirements and understand that it is the basis for my performance and evaluations.

Name of Employee: _____ Date: _____

Name of Supervisor: _____ Date: _____