

Merrimack Public Library

Job Description: Executive Department Head/Head of Circulation

Level: 8

JOB SUMMARY: Responsible for all aspects of the Circulation Department including staff supervision, circulation services, and budget oversight. Responsible for the maintenance and development of the Adult print fiction and Large Print collection. Works closely with the Director and Administrative Assistant on personnel issues; Acts on the Director's behalf during his/her absence as requested.

SUPERVISION RECEIVED: Works under the general direction of the Director.

SUPERVISION EXERCISED: Responsible for any staff assigned to the Circulation department. Assists Department Heads with supervising issues.

MAJOR DUTIES AND RESPONSIBILITIES:

General:

1. Participates in Circulation, Department Head, and Full Staff meetings.
2. Interprets library policies and procedures to the public.
3. Represents the Director at meetings and in various other situations both inside and outside the Library as requested.
4. Represents the Library in person and through social media by conducting oneself in a neutral, professional manner to promote a positive message and the mission of the library; understands and executes a professional public persona.
5. Collaborates with other Department Heads and/or the Director to implement or change services, programs, procedures, collections, policies, etc.
6. Performs and assists in projects as required; understands and applies all aspects of project management as it applies to library programming, event planning, collection management, staff management, etc., e.g. initiating, planning, executing, controlling and closing the work of a team.
7. Attends outreach events representing the Library as needed.
8. Attends conferences and meetings, reads professional literature, stays aware of new library trends, practices, and technological developments.
9. Assists with public desk coverage as needed
10. Participates in outreach events as needed
11. Duties and projects may vary at the discretion of the Director.

Circulation:

1. Evaluates circulation operating procedures and makes adjustments as needed to improve efficiency.
2. Coordinates the activities of departmental staff, assigning duties, and scheduling work hours; assesses the quality and accuracy of staff performance.
3. Represents the Library on GMILCS subcommittees regarding Circulation and ILL; attends other GMILCS group meetings as requested by the Director.
4. Supervises the circulation of the library collection of books and non-book materials.
5. Supervises the circulation of museum passes.
6. Maintains quality public relations, advising patrons of library programs, procedures and policies.
7. Contributes content to the library's social networking tools and website.

8. Assists with development and planning of Adult bibliographies, displays and other user aides.
9. Facilitates regularly scheduled Circulation Department meetings.
10. Maintains circulation data and prepares statistical reports and other studies and reports as required.
11. Recommends changes in Circulation Department policies and procedures to the Director.
12. Represents the Library in handling patron complaints and disputes in matters pertaining to the circulation of Library materials.
13. Supervises the receiving and recording of overdue fines and billing.
14. Recommends employment, promotion, and retention of Department staff members.
15. Trains, supervises, and evaluates department staff according to personnel guidelines.
16. Inspects damaged circulation materials, including books and equipment.
17. Troubleshoots ILS problems with GMILCS.
18. Responsible for Adult print Fiction and Large Print collection maintenance.

Staff Management:

1. Provides direction to staff around a shared vision and translates the library's mission into actionable plans
2. Makes and acts on appropriate decisions
3. Supports staff professional development
4. Supports the decisions of others (staff, co-workers, supervisors)
5. Helps staff manage changes within the department as well as within the library as a whole.
6. Considers more efficient ways of accomplishing tasks within department; models creative problem-solving, visioning and forecasting for the library's future needs
7. Demonstrates positive collaboration with co-workers, staff and supervisor
8. Considers others' needs when making decisions, shows respect for others and their ideas; encourages others' involvement for making things better.

Executive Department Head, General:

- Serves as Acting Library Director in the Director's short term absence (under 2 months) handling administrative, personnel, patron, and building issues.
- Promotes and supports the mission and goals of the library.
- Abides by all national, state and municipal laws regarding library service.
- Implements and abides by all library policies and procedures and interprets these policies and procedures to the public and staff.
- Authorized to approve payroll and invoices in the Director's absence.
- Authorized to attend Town Manager's Department Head meetings in the Director's absence.
- Works with Director and Department Heads to develop, coordinate, and implement a schedule of training opportunities based on identified staff needs.
- Works with Director to evaluate staff
- Participates in disciplinary or coaching meetings with staff as needed.
- Participates in the development, justification and administration of the library budget, and capital improvement plan;
- Prepares Trustee checks for Treasurer, deposits funds and donations into Trustee accounts
- Assists in Library's marketing and publicity

- In the absence of the Director contacts town personnel for plowing, sanding, and grounds keeping needed.
- In the absence of the Director authorized to communicate with emergency personnel, the media and Library Trustees in the event of an emergency.
- Serves as the GMILCS Board Alternate.
- May also act on the Director's behalf as liaison to the following: the Merrimack Public Library Board of Trustees, the Friends of the Merrimack Public Library Board, and the Merrimack Public Library Development Fund Committee.
- Performs other duties as assigned by the Director or required by the needs of the library.

PHYSICAL DEMANDS:

1. While performing the essential functions of this job, the incumbent is regularly required to bend and stoop, to use hands to finger, handle, or feel objects, and to reach with hands and arms.
2. While performing the essential functions of this job, the incumbent is regularly required to sit, stand, go up and down stairs, and walk on a frequent basis.
3. While performing the essential functions of this job, the incumbent is frequently required to lift and/or move objects up to 10 pounds.
4. While performing the essential functions of this job the incumbent is occasionally required to lift and/or move objects up to 50 pounds.

QUALIFICATIONS:

1. Masters Degree in Library Science from an ALA accredited school, and/or Masters Degree in Operations, Organizational Management, Human Resources, or other related administrative field
2. Five years progressively responsible library experience in public library work or related experience with a demonstrated development of library skills, including one year in a supervisory position
3. Five years progressively responsible experience in management or administration and demonstration of competence
4. Experience with automated systems and other computer applications.

KNOWLEDGE, SKILLS AND DESIRABLE ABILITIES:

1. Comprehensive knowledge of modern library organizations, methods, procedures, policies, aims and service.
2. Commitment to excellence in public service.
3. General knowledge of library materials.
4. Ability to see and understand the broad aspects of overseeing a Department
5. Knowledge of operating and maintaining office machines and computer terminals.
6. Skill in the performance of technical library tasks.
7. Knowledge of computers and computer technology and experience in use of same.
8. Must be able to read and write fluent English.
9. Must be able to motivate and manage a team
10. Possess situational awareness and situational responsiveness.
11. Ability to meet people easily and get along well with others.
12. Ability to learn new skills and increase professional knowledge.
13. Adaptability and dependability to work well in a team situation and flexibility in emergency staffing situations.
14. Necessary attributes: mental curiosity, resourcefulness, initiative, good memory, attention to detail, problem solving skills, maturity and decisiveness, oral and written communication skills.

SCHEDULE: The schedule requires a 40 hour work week and includes some evening and weekend hours.