

# PALATINE PUBLIC LIBRARY DISTRICT

## JOB DESCRIPTION

**TITLE:** Circulation Assistant Manager

**DEPT.:** Circulation Department

**REPORTS TO:** Circulation Manager

**CLASSIFICATION:** Exempt

---

### **Objective:**

Oversee the daily operations of one library branch; work in conjunction with the other Circulation Assistant Manager to jointly provide consistent branch service. Assist in overseeing all aspects of the Circulation Department, including check-in, shelving, and billing. Member of the Library's Management Team; participates in strategic planning and policy development.

### **Duties:**

1. Interview, train, schedule, supervise, and evaluate Circulation and Branch staff and volunteers while providing guidance, support, and leadership.
2. Oversee and assist as required with performing the duties of checking in and out of materials, registering patrons for library cards, collecting payment for fines and fees, examining materials for damage, and preparing items to be shelved or repaired, preparing items for delivery to other libraries, and reservation of meeting rooms.
3. Perform reference, readers' advisory services, and circulation functions at public desks at multiple locations.
4. Plan, implement, and host programs and events at branches as assigned under the direction for the Popular Materials Manager.
5. Responsible for operation of the Branch facilities.
6. Assist with collection management for branches under the direction of selector(s) and make collection recommendations to selector(s).
7. Serve as liaison to other library departments and to the community.
8. May be responsible for ordering supplies for Branches, creating and maintaining displays, billing and collection operations, or gathering and reporting statistical data.
9. Generate daily reports, including statistics, and take delegated action.
10. Serve as person in-charge as scheduled.
11. May serve on library-wide or community committees.
12. Seek ways to incorporate process improvements.
13. Understand and enforce the Library's policies and procedures while safeguarding confidential and restricted information.
14. Effectively convey library policies and procedures to the public and staff.
15. Work collaboratively with other departments.
16. Participate in overall planning processes as a member of the Library's Management Team.

17. Participate in professional development by attending appropriate conferences, meetings, workshops, and seminars in order to maintain current expertise in appropriate areas.

Performs other miscellaneous duties as assigned.

**Minimum Qualifications:**

Education:

Bachelor's Degree or equivalent.

Experience:

2 years related library experience required with 1 year supervisory experience preferred.

Other Qualifications:

Ability to work days, evenings, and weekends.

Fluency in written and spoken Spanish or Polish desirable.

Skills:

*Office & Library*

- Ability to work with efficiency, skill, accuracy and appropriate speed
- Knowledge of and ability to carry out policies and procedures
- Ability to read library material labels in order to comprehend and put in correct order
- Ability to alphabetize correctly and to understand numerical arrangement utilizing the decimal point (Dewey Decimal Classification)
- Ability to accurately retrieve information and materials from shelves

*Communication*

- Ability to work collaboratively as a member of a team
- Communicates effectively in English, both orally and in writing
- Ability to read and understand written information and instructions
- Ability to read information from computer monitors
- Ability to adapt communication style
- Ability to communicate skillfully, accurately and pleasantly in person, on the telephone, via email, and online

*Customer Service*

- Ability to use good judgment creating and following procedures in support of library policies

- Ability to empathize and relate to patron needs, exploring beyond the initial question to determine the actual information desired
- Ability to work effectively and courteously with the public and staff
- Ability to work efficiently and calmly during busy periods and with frequent interruptions
- Ability to handle emergency situations in a calm, capable manner
- Ability to provide excellent customer service at all times

#### *Organizational*

- Ability to handle multiple tasks and efficiently organize work
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to work in a supportive manner with colleagues and managers
- Ability to consistently complete and follow-up on departmental jobs
- Knowledge of library policies and procedures
- Knowledge of materials/services available at the Library
- Knowledge of physical organization of the building and functions of the various departments within the Library

#### *Technology*

- Ability to type and enter data into computer accurately
- Proficiency in the use of personal computing technologies, including desktops, laptops, tablets, current operating systems, and Internet applications required
- Knowledge of Windows platforms and Windows Office Suite (Word, Excel, PowerPoint, Outlook, Publisher and Internet Explorer)
- Knowledge about and/or experience communicating via social media channels
- Fluency in successfully searching library catalogs and research databases
- Experience with integrated library systems (Innovative Polaris preferred)
- Ability to troubleshoot minor problems with computers and peripherals
- Demonstrates ease and comfort with emerging technologies

#### **Supervisory Responsibility:**

Position has direct supervisory responsibility. Incumbent is responsible to direct employee(s) and volunteer(s) engaged in branch activities. Interview, review work, assist, develop, coach, evaluate, discipline, and enforce library rules and policies.

#### **Contacts:**

##### *Internal:*

Library staff and management

*External:*

Patrons, other libraries, vendors, and other agencies

**Physical Requirements:**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the functions of this job.

Physical requirements include speaking, hearing, vision, and keyboarding ability sufficient to adequately perform the job, ability to push/pull up to 50 pounds and lift and carry up to 20 pounds occasionally.

**Working Conditions:**

Work is performed in a typical library environment. Full or part-time position. Will require some weekend and evening work. Must have valid driver's license and proof of auto insurance or have the ability to arrange own transportation between Main library, branches, and other locations.