

## **Town of Milford, NH**

**Job Title:** Head of Circulation

**Department:** Wadleigh Memorial Library

**Grade / Classification:** Labor Grade 12, Non-exempt.

Full time, 40 hours per week as scheduled, town benefit package.

**Job Description:** The Head of Circulation coordinates and supports all operations and activities related to the Circulation Desk. To that end, s/he is responsible for scheduling and supervising and reviewing all part-time circulation Library Assistants and Library Pages. S/he has regular contact with library patrons and deals with complex customer service issues requiring independent judgment and excellent customer service skills. May perform limited reference functions and other related work as required. Must be self-motivated and able to work independently. *Must have Bachelor's Degree and at least 3-5 years of increasingly responsible Library experience—preferably in Circulation Department.*

**Accountability:** Reports to Library Director.

**Environment:** **Inside:** 98% **Outside:** 2%

**Normal hours of duty:** As scheduled, possibly including one or two evenings per week and weekends in a rotation.

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### **Duties and responsibilities:**

Except as specifically noted, the following functions are considered essential to this position:

- Trains, supervises, schedules and reviews all part-time circulation Library Assistants and Library Pages. Participates in hiring new circulation staff.
- Monitors all circulation functions within the ILS including overdues, bills, reserves, etc.
- Administers and maintains serials inventory including reviewing, renewing, checking in and submitting claims.
- Administers and maintains museum pass program.
- Using ILS, issues and updates library cards; checks materials in/out and places holds; sorts returned materials for reshelving or routing to other libraries; forwards requests for new materials to appropriate staff member for purchase.
- Assists patrons in locating and obtaining information and materials.
- Assists in collection management including assessing condition and use, evaluating gifts, weeding, and recommending purchases.
- Assists in evaluating, supporting and providing instruction to staff and patrons on the effective use of library technology and equipment.
- As part of the management team, helps to develop and implement policies and procedures for improved library services – particularly as related to the Circulation Department.
- Works to maintain good internal communications among the staff and with the Director about building, staff and service issues.

- Participates in and represents the library in local and regional professional activities.
- Participates in and represents the library in community relations activities.
- Serves as a supervisor in the absence of other designated personnel.
- Enforces Library rules and regulations.
- Familiarity with and support of Library Bill of Rights and NH Privacy laws (patron confidentiality).
- Performs any and all other related duties as needed.

## **Physical Activity Requirements**

### **Primary Physical Requirements:**

LIFT up to 10 lbs: Frequently  
LIFT 26 to 50 lbs: Occasionally

LIFT 11 to 25 lbs: Occasionally  
LIFT over 50 lbs: Rarely

CARRY up to 10 lbs: Frequently  
CARRY 26-50 lbs: Rarely

CARRY 11 to 25 lbs: Occasionally  
CARRY over 50 lbs: Not required

REACH above shoulder height: Frequently  
REACH below shoulder height: Frequently

REACH at shoulder height: Frequently  
PUSH/PULL: Frequently

### **Hand Manipulation:**

GRASPING: frequently  
TORQUING: Rarely

HANDLING: frequently  
FINGERING: frequently

### **Other physical considerations:**

TWISTING: Occasionally	BENDING: Frequently	CRAWLING: Rarely
SQUATTING: Occasionally	KNEELING: Occasionally	CROUCHING: Occasionally
CLIMBING: Rarely	BALANCING: Rarely	

### **Controls and equipment used:**

Office and IT equipment including computers and peripherals, laptops, tablets, routers and access points; various printers; Makerware; copy/fax/scanner machines; telephones; audio visual equipment; cash register; hand tools; security system.

### **Summary of Occupational Exposures:**

Office and IT equipment and associated supplies.

### **Work surfaces:**

Standard office desk and chair. Circulation desk. Carpet, concrete and tile flooring.

### **During an 8 hour day, employee is required to:**

	<b><u>Consecutive hours</u></b>	<b><u>Total hours</u></b>
Sit:	varies widely	0-6
Stand:	varies widely	0-8
Walk:	varies widely	0-4

**Cognitive and Sensory Requirements:**

TALKING: Necessary for communicating with others.

HEARING: Necessary for understanding patrons and staff.

SIGHT: Necessary for doing job effectively and correctly.

TASTING and SMELLING: Smelling required to detect odors such as smoke.

FUNCTIONAL LITERACY: Required to understand written materials.

**Specific Vocational Preparation Requirements:**

License/ Certification Requirements: none

Training, Skills and Experience Requirements: Bachelor's degree and related work experience in a library required. Knowledge of ILS systems, circulation desk procedures and organization of library collection required. Ability to work well with staff and public. Good communications and computer literacy skills. Ability to listen, understand and interpret patron requests and questions is critical.

**Other Considerations and Requirements:**

Employee should be able to work under pressure caused by high level of patron activity. May have to deal with stressful situations involving disgruntled patrons/staff. Job requires standing for moderate periods of time. Good alpha-numeric skills necessary. Sense of humor preferred. Valid driver's license a plus.

**Approved, Board of Trustees  
November 17, 2015**

**I acknowledge receipt of this job description and understand the functions of the position as specified above. I understand the duties and responsibilities of the job description are not all inclusive, but representative of the position.**

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**Signature**

**Date**