

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Circulation Manager**

Dept.: **Collection Management Services**

Reports to: **Director of Collection
Management Services**

Effective Date: **Revised August 2022**

Job Code Number: **10260**

Grade Number: **21, Non-represented**

FLSA Status: **Exempt**

General Position Summary:

Leads and provides subject matter and technical expertise for circulation, circulation automation, and patron account management. Works with Library Operations management teams to support library staff across KCLS to ensure a positive experience for patrons as it relates to the circulation of library collections. Generates and participates in operational initiatives and projects to support KCLS circulation service priorities. Coordinates and evaluates circulation policy and directs development of circulation procedures. Communicates library circulation policies and decisions to the public and across the organization. Responsible for guiding system-wide circulation training for staff including development, delivery and updates.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Communicates broadly across leadership and management teams, library staff and patrons to represent and address system-wide circulation services.
2. Develops and maintains expert knowledge of circulation trends, issues and practices.
3. Defines, plans, and manages organizational priorities and projects related to staff and patron experience of system-wide circulation access.
4. Evaluates patron need and provides continuous improvement to the patron experience. Manages patron communication around circulation. Upholds the confidentiality and integrity of patron records through enforcement of circulation policies and practices.
5. Supervises Circulation Automation Supervisor. Manager duties include developing goals, evaluating performance, and providing support for this direct report.
6. In collaboration with ITS, supports developing circulation features in the Integrated Library System (ILS), including evaluation, writing use cases and test scripts, implementation, change management, and training.
7. Leads evaluation, development and administration of circulation policy and procedure and makes recommendations or updates policies where appropriate. Serves as Circulation Manual owner.
8. Establishes and maintains relationships and partnerships with community libraries, ITS, and other stakeholders and internal customers.
9. Provides guidance and coaching to staff as they resolve concerns about patron accounts locally. Conducts onsite training as needed including regular onsite visits. Investigates and resolves patron concerns referred by library management and staff for situations that cannot

be resolved locally. Assists patrons directly as needed.

10. Coordinates system-wide circulation training with Learning and Development department. Updates and modifies training as needed.
11. Prepares and compiles a variety of statistics related to circulation and library use, analyzes results, and makes recommendations based on findings.
12. Assists with development of budget as it relates to circulation.
13. Coordinates, facilitates, and manages vendor relations with circulation vendor(s).

Secondary Duties:

1. Serves as a member of various committees, as assigned or required.
2. Provides backup to other related positions as needed.
3. Makes presentations to staff and decision-making groups, as assigned or required.
4. Performs other related duties as assigned.

Core Competencies:

Customer Focus

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Valuing Diversity

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn from differences.

Ethics, Values, and Judgment

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organizational values, moral principles, and accountability in behavior, character and action. Defends intellectual freedom and patron confidentiality.

Professional & Technical Knowledge

Demonstrates proficiency in professional and technical skills/ and or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to foster personal success and connections for others.

Communicates Effectively

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Decision Quality

Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of

outcome. Responds promptly and appropriately in crises situations.

Managerial Courage

Tactfully provides direct and actionable feedback in a timely manner, is open and direct but not intimidating; deals head-on with people and problems even in the most difficult situations

Coaching and Counseling

Facilitates the development of other's knowledge, abilities, and skills to fulfill job and role responsibilities more effectively. Provides timely feedback, guidance, and encouragement to help others achieve better performance and goals; builds confidence of others.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Four years of increasingly responsible public library experience;
- Extensive knowledge of all circulation-related features in the Integrated Library System (ILS) and familiarity with Automated Materials Handling (AMH) and other automation systems;
- Extensive knowledge and support of the ALA core values and code of ethics;
- Working knowledge of budgeting processes;
- Bachelor's degree from an accredited college; or
- Any combination of relevant education, training, or experience sufficient to perform the essential duties of the job.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and typing, this typing may be repetitive up to frequently. Frequently sits and occasionally will stand and walk. Will frequently reach up to chest level with hands and arms. The employee will occasionally lift to 10 pounds and will seldom push/pull carts using light force.

WORK ENVIRONMENT

Work is typically performed in a normal office environment. Travel within the service area is required. Incumbent may be permitted hybrid telework schedule upon request.

Advancement Possibilities: (depending on education and experience)

Library Regional Manager

Director of Collection Management Services
Director of Library Operations

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 KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Latest Revision: August 2022