

## **Location: Boone County Public Library - Main**

### **Title: Circulation Manager (LP2)**

Boone County Public Library is seeking a dynamic, motivated individual for the position of a Full time Circulation Manager for the Main Library in Burlington, KY. Under the general direction of the Branch Manager, the Circulation Manager is responsible for providing exceptional customer service and applying BCPL policies and procedures. This position is 40 hours per week and requires days, occasional nights and weekend hours. The Circulation Manager interacts extensively with the public and other staff members.

#### **Responsibilities:**

- ✓ Provides exceptional Customer Service consistently and ensuring that all library customers have a positive experience
  - ✓ Perform all general circulation functions including check out, customer registration, answering the telephone, calculating fees
  - ✓ Responsible for the training and orientation of Circulation Assistants for the entire system and Pages at the branch level
  - ✓ Serve as a resource person regarding circulation policy and procedure for the entire system
  - ✓ Responsible for the scheduling and budgeting of the circulation department staff to ensure appropriate staffing during library operations
  - ✓ Participate in the personnel process for Circulation Assistants and Pages at the branch including hiring, scheduling, supervision and performance management
  - ✓ Manage book discussion kits, including but not limited to scheduling, selecting, weeding, and statistics; and working with internal and external book discussion groups
  - ✓ Oversee overdue, missing and damaged materials process including notification, customer account maintenance, billing and dispute resolution.
  - ✓ Prepare daily deposits for the branch
  - ✓ Prepare monthly reports and compile statistics reflecting circulation activity
  - ✓ Monitor circulation department supplies inventory; requisition supplies
  - ✓ Perform clerical duties including filing, word processing, recording statistics, database management, and processing magazines and newspapers
- Perform related duties as assigned

#### **Qualifications/Other Requirements:**

Undergraduate degree in Business preferred with 2 - 5 years progressively more responsible related work experience. Combinations of related education and work experience will be considered, with 10 years of customer service experience

Prefer at least 2-5 years supervisory experience

- Interpersonal skills to effectively deal with the public and coworkers in a positive, professional manner
- Self-motivated with ability to work independently or with others in a busy department
- Effective verbal and written communication skills
- Ability to do repetitive tasks with speed and accuracy
- Ability to adhere to prescribed routines
- Experience using windows-based PCs and software; Internet and e-mail experience; ability and willingness to learn, adapt to and teach new technologies

Must qualify and maintain Kentucky Department of Library and Archives (KDLA) certification

Light to medium work [lifting, pushing or pulling 20-50 lb. maximum]

Reaching, bending, kneeling and crouching to retrieve and replace library materials, to pack and unpack boxes

Movement (walking and standing) throughout the facility locating/retrieving materials and assisting users

Occasional traveling to the branches within the library system

Handling and manipulating library materials for 4-8 hour shifts

Manipulating book pages, cards, forms, etc

Operating computer and office equipment

Visual acuity sufficient to read primarily typed or printed text in a variety of font sizes and styles

**Compensation:**

Salary commensurate with education/experience: includes excellent benefit package, and participation in the County Employees Retirement System.

**Application Information:**

**If you have the qualifications for this position, please send your cover letter (including salary requirements), resume and application to:**

Human Resources Manager  
Boone County Public Library  
1786 Burlington Pike  
Burlington, KY 41005  
[jobs@bcpl.org](mailto:jobs@bcpl.org)  
Fax 859-689-0410

**Applications received prior to February 17<sup>th</sup>, 2019 will receive first consideration.**