

Warren Wilson College

Position Description

POSITION TITLE: Circulation Services and Library Circulation Crew Manager
(Full-time, 12-month position)

REPORTS TO: User Services & Electronic Resources Library and Library
Director

DEPARTMENT: Library

POSITION SUMMARY:

The Circulation Services Manager manages all circulation services, provides hands-on assistance to patrons using library technology tools, maintains hardware associated with these tools, and supervises student crew members assigned to those areas. In this capacity reports to User Services & Electronic Resources Librarian. Serves as Library Circulation Crew Manager and acts as liaison for the Circulation Crew to Work Program Office. In this capacity he or she will report to the Library Director.

SPECIFIC RESPONSIBILITIES:

1. Supervises all Circulation Desk functions using the library's automated circulation system.
2. Supervises and trains students working at the circulation desk or on the circulation crew.
3. Supervises all aspects of book stack maintenance as well as use of various materials located at the Circulation Desk.
4. Coordinates preparation of all Reserve materials, working closely with the faculty.
5. Implements all policies and procedures designed to ensure the return of overdue materials and the payment of fines incurred, including the reporting of fines and lost book amounts to Accounting
6. Uses interpersonal and problem-solving skills to deal with patrons' needs, complaints and questions.
7. Trains student circulation crew in the usage of the library and the library software system.
8. Supervises circulation crew, coordinates crew development, and ensures adherence to work standards.
9. For her crew, acts as a liaison to the Work Program Office and ensures that time cards are correct and turned in on time.
10. Works closely with student circulation crew leaders to foster their development and utilize their assistance with some administrative functions.

11. Provides assistance to patrons in using library technology tools and related hardware, such as the library catalog and other available resources, printers, copiers, and microform machines. Also provides maintenance of the hardware, including monitoring of supplies and initiating service calls as needed.
12. Observes patrons working at the main computer area and assists those needing help, fielding questions from patrons and referring them as appropriate to the reference librarians.
13. Performs other duties as requested.

WORKING CONDITIONS:

1. Must be able to move about in the library.
2. Some moderate lifting of books is required as is the ability to move a book truck within the library.
3. Some irregular work hours are required.

QUALIFICATIONS:

1. High school diploma is required; a four-year college degree is strongly preferred.
2. Experience with automated systems in a work environment is required.
3. Prior experience supervising and training other workers is required.
4. Successful experience working directly with customers at a point of service is required.
5. Prior work experience in an academic institution and knowledge of college and/or university libraries are strongly preferred.