

University of Memphis, University Libraries
Position Description – Head, Circulation Department

- I. DEPARTMENT: University Libraries - Circulation
- II. POSITION: Head, Circulation Department
- III. CLASSIFICATION: Administrative Professional
- IV. NAME OF INCUMBENT: Vacant V. POSITION No.: 8633
- VI. JOB PURPOSE:
This position provides leadership and direction for the operations and maintenance of the services and resources of the University Libraries' Circulation Department including the following key functions: check-in, check-out, reserves, stack maintenance, fine and fee billing, study carrel reservations, and remote storage. Their responsibilities include planning, implementing, and evaluating programs and services that enhance the housing, distribution, and user access to the collections and resources of the University Libraries. They supervise departmental staff and establishes departmental goals and objectives in keeping with those of the University Libraries. He/she provides leadership in resource and budget management for the department. They represent the Circulation Department on the Libraries' Administrative Council (LAC).
- The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.
- VII. DUTIES AND RESPONSIBILITIES
- A. Assumes responsibilities as Department Head for one of the departments of the University Libraries.
1. Manages the day-to-day operations and activities of the Circulation Department in McWherter Library.
 2. Supervises staff and student workers in the Circulation Department in McWherter Library.
 3. Ensures that the Circulation Department's service desks in McWherter Library are properly staffed during scheduled service hours of the library.
 4. Represents the Circulation Department on the Libraries' Administrative Council and other appropriate groups.
 5. Provides advice, training, and coordination for circulation functions in the branch libraries.
 6. Represents the University Libraries with local and regional groups addressing issues related to Circulation.
 7. Schedules regular departmental meetings to keep staff informed and to provide opportunities for broader discussion and input into pertinent matters.
 8. Prepares management reports related to the services, resources, and activities of the department.
 9. Ensures that circulation related statistics are collected, compiled, and reported as appropriate.
 10. Develops mechanisms for evaluating the effectiveness and efficiency of the work of the department.
 11. Provides leadership in providing and/or promoting opportunities for ongoing training and development for the staff of the department.

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12. Provides leadership in taking advantage of the capabilities of the integrated library system and other available technologies to maximize the effectiveness of the department and the delivery of its services.
 13. Participates in providing direct user assistance at the Circulation Department service desks, as needed.
 14. Cooperates and collaborates with other library department heads as needed to accomplish the goals of the department and the University Libraries.
 15. Must be flexible and creative in order to appropriately respond to problems that arise.
- B. Participates in libraries' governance and provides input into library decision-making.
1. As a member of the Libraries' Administrative Council, participates in Libraries-wide decision making.
 2. Participates in library staff meetings or committee meetings and works with colleagues to implement the agreements reached through collective decision-making.
 3. Stays abreast of current trends and best practices in his/her areas of responsibility and takes steps necessary to integrate these into the University Libraries as appropriate.
 4. Participates in implementing and/or staffing library-wide projects and activities.
 5. Supports and encourages staff participation on committees and task forces in the libraries, on campus, and throughout the region.
 6. Participates in the staff senate and other campus-wide staff activities or committees as opportunities present themselves.
- C. Maintains and documents a program of continual learning and development that promotes his/her own professional growth and development and contributes to the achievement of the University Libraries' organizational mission.
1. Participates in formal and informal programs of continual learning that will enhance professional expertise and contribute to overall effectiveness.
 2. Conducts research into present and future needs of the Circulation Department, develops options, and makes recommendations for addressing departmental needs.
 3. Keeps up with latest trends in principles and practices of library circulation services.
 4. Maintains membership and actively participates in appropriate professional organizations.
- D. Performs other duties as assigned.
1. Serves on library, campus, and external committees and task forces as appropriate.
 2. Participates in library-wide projects and activities as needed.
 3. Undertakes other tasks assigned by the Dean of University Libraries.

VIII. DIRECTION RECEIVED:
Reports to the Dean of University Libraries.

IX. DIRECTION GIVEN:
Supervises the work of staff and student assistants assigned to the Circulation Department. The department is currently comprised of eleven full-time staff positions and several part-time student assistants. May supervise faculty, staff, and/or student assistants involved in various library projects

X. JOB SPECIFICATIONS:
This is a full-time non-faculty exempt permanent position requiring a 37.5-hour workweek minimum. MLS degree or equivalent from ALA accredited institution. An appropriate combination of education and experience might be substituted to meet this requirement.

Experience supervising the work of others is required. Previous library work experience is required, academic experience preferred.

X. SPECIAL CONDITIONS:

This is an exempt position and the successful fulfillment of these responsibilities will commonly exceed the standard work week. Evening and weekend work is to be expected to guarantee accomplishment of the goals and expectations of the position description. The standard work schedule for this position is Monday through Friday 8:30 AM to 5:00 PM; however, the position requires a varying work schedule and will include some evening and weekend hours. The work schedule might at times need to be modified to cover service desk scheduling in the absence of other staff. The specific work schedule may change from week to week depending on the demands of the position.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Good analytic and problem-solving skills and ability to exercise sound judgment in dealing with a variety of issues.
2. Evidence of excellent verbal and written communication skills.
3. Experience working in a customer service setting and a customer service philosophy that fosters positive customer encounters.
4. Strong organizational skills and ability to coordinate multiple projects simultaneously.
5. Mastery of computer-based application suitable to an office environment, email, document processing and creation of spreadsheets and basic data analysis.
6. Outstanding interpersonal skills and ability to work with diverse individuals and groups to achieve collaboratively established goals and priorities within a team environment.
7. Able to De-escalate situations involving difficult people in a tactful and professional manner.
8. Ability to conceive of ideas and to follow through on development and implementation of those ideas.
9. Openness to new ideas and ability to adapt to and embrace change.
10. Ability to supervise the work of others and to evaluate their performance.
11. Ability to develop and deliver training for individuals and groups.
12. Ability to work as a part of a team and take direction from others as well as to assume the leadership role, as appropriate.
13. High energy and enthusiasm and the ability to excite others about ideas.
14. Must be a self-starter able to assume responsibility and accomplish goals with little or no supervision.

XIII. WORKING CONDITIONS:

This is a technologically oriented academic research library where the Circulation Department provides the first point of contact for many library users. This position has a significant public service component requiring frequent interaction with the public in person, by telephone, and/or electronically. This position requires a commitment to teamwork and the ability to work with a variety of individuals. The position requires some standing, walking, bending, reaching, stooping, and the ability to lift up to 30 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks full of books and weighing up to 300 pounds. The position may involve some travel related to delivery of training and/or the pursuit of professional development.

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