



# TOWN OF SWAMPSCOTT

MARYANNE MCMASTER  
EMPLOYEE EXPERIENCE MANAGER

## HUMAN RESOURCES DEPARTMENT

ELIHU THOMSON ADMINISTRATION BUILDING  
22 MONUMENT AVENUE, SWAMPSCOTT, MA 01907

# JOB DESCRIPTION

- TITLE:** Head of Circulation
- DESCRIPTION:** The Head of Circulation performs professional and supervisory tasks at the Circulation Desk. The work is performed under the general direction of the Library Director. General supervision is exercised over all Library Assistants, Part-Time Aides, Volunteers, and Library Pages. The Head of Circulation is expected to work 35 hours per week with alternating Saturdays and one evening shift per week.
- REPORTS TO:** Library Director
- WORK HOURS:** 35 hours a week; performed Saturday – Friday, with rotating Saturdays from September – May, and one evening shift per week.
- SALARY:** \$26.9915-33.1962 per hour in 8 steps; full-time, benefited union position with SEIU.
- FLSA STATUS:** Non-exempt
- QUALIFICATIONS:**
1. Master's Degree preferred
  2. Previous library experience, 1-3 years desired by not required
  3. Positive attitude toward public service work.
  4. Punctuality and dependability.

### ESSENTIAL FUNCTIONS

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

#### Supervisory Duties:

- Oversee the operation of the Circulation Desk and the automated library system.
- Train all Circulation Assistants and Aides.
- Maintain workflow at the Main Desk.
- Provide direct public service at the Circulation Desk, including policy explanation, complaint resolution, problem solving, patron registration, fine collection and circulation of materials.
- Participate as a member of the library management team.

- Assist in writing circulation policies.
- Assist in the hiring process of Library Assistants and Aides.
- Keep abreast of trends and technology in circulation services. Routinely evaluate procedures and recommend improvements and modifications.

**Library Materials Management:**

- Order fiction materials, order large print (teen, fiction, nonfiction) materials, and advise on the selection of non-fiction materials.
- Order and maintain digital ebooks and audio books on overdrive.
- Manage the fiction stacks; including weeding, shifting, and shelf maintenance.
- Cataloging and maintaining Library of Things.

**Other Duties:**

- Prepare necessary reports and collect statistics as a guide for future planning.
- Organize home delivery.
- Participate in NOBLE meetings and learning opportunities.
- Attend library meetings and participate in professional activities
- Participate in the planning of programs and displays.
- Assist with social media creation.
- Perform related duties and responsibilities as required.

**SUPERVISION RECEIVED**

Under the general supervision of the Library Director and Assistant Director.

**SUPERVISORY RESPONSIBILITY**

The employee, as a regular and continuing part of the job, is required to supervise all circulation staff, volunteers, and pages.

**KNOWLEDGE, ABILITIES, AND SKILLS**

Abilities: Ability to move and lift library materials up to 50 pounds, with assistance if necessary, from one location to another. Ability to handle minute detail and repetitive tasks. Accurate typing and word processing skills. Ability to handle situations with tact, courtesy, initiative, resourcefulness, good judgment and punctuality.

Skills: Great customer service and interpersonal skills. Highly motivated and able to work independently. Broad reading background; ability to supervise, ability to interpret community interests and needs, ability to develop systems and methods to get maximum use out of library materials and personnel; ability to meet and deal with people effectively; ability to discern reader interest level; ability to foster a friendly and supportive attitude toward patrons and ability to foster cooperation among staff. Knowledge of the Evergreen system is a plus.

**WORK ENVIRONMENT**

Employee performs work in a municipal, public library setting subject to frequent interruptions. The facility can get unusually busy and relatively noisy on occasion.

**OCCUPATIONAL RISK**

Duties of the job present little potential for injury to the employee.

**PHYSICAL AND MENTAL REQUIREMENTS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position’s essential functions.

Physical Demands: Lift and/or move library materials up to 50 pounds.

Motor Skills: Sustained periods of moving around three floors.

Visual Demands: Position requires the employee to constantly read documents and computer screens for sorting and categorizing purposes. The employee is rarely required to determine color differences.

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the Town or requirements of the job change.*