

University City Public Library Head of Circulation – Full Time Description

The University City Public Library is looking for a full-time person to supervise the circulation function and employees who work the front desk. The Head of Circulation is an integral member of the management team. The successful candidate will be passionate about providing exceptional customer service to all of our patrons and able to thrive in an ever-changing environment.

Responsibilities:

- Has overall responsibility for University City Public Library's circulation desk.
- Provides excellent customer service to the Library's patrons.
- Coordinates circulation desk schedule.
- As a member of the Library's management team, helps improve Library services and implement Library policies.
- Has responsibility for circulation staff.
- Participates in the recruitment and hiring of Library staff.
- Communicates with patrons to answer questions and resolve issues.
- Participates in collection development.
- Performs other duties as assigned.

Knowledge, skills, abilities:

- Able to plan and work independently.
- Able to analyze systems and procedures and suggest changes for improvement.
- Demonstrates excellent organization and planning skills and the ability to manage multiple projects.
- Able to effectively communicate with internal customers and vendors using verbal and written communication
- Able to prioritize projects, meet deadlines and manage changing priorities.
- Be familiar with current library e-resource platforms and borrowing procedures.
- Have confidence in ability to stay current with technology in a public library setting.

Essential Physical Abilities to be accomplished with or without reasonable accommodation:

- Clarity of speech and hearing which permits the employee to communicate effectively with the supervisor and other employees.
- Vision which permits the employee to produce and review a wide variety of library materials, written correspondence, reports and related materials in both electronic and hard copy form.
- Manual dexterity which permits the employee to operate a keyboard and any other assigned equipment to process library materials.

- Personal mobility which permits the employee to monitor, supervise, and perform assigned library operations, and to attend Library district, community, and public meetings at various locations.
- Ability to lift up to 40 pounds, push and pull carts weighing up to 200 pounds, bend, stoop and reach shelving from floor level to 6 feet high, and stand or walk for at least 1 hour at a time.
- Tolerance for dust and mold which permits the employee to work with books and other library materials as well as work in older buildings.

Qualifications:

- Bachelor's degree.
- Master's in Library Science preferred.
- Three to five years of public library experience.

General requirements for all library employees:

- Ability to establish and maintain effective working relationships.
- Commitment to the library's mission and goals.
- Ability to read, write, and speak English.
- Ability to give and receive instructions in English.
- Alpha-numeric recognition skill.
- Ability to exercise good judgment.
- Ability to use basic office equipment: telephone, fax, e-mail.
- Honesty, punctuality, accuracy, ability to maintain confidentiality.
- Ability to pass a criminal background check.
- One-year probationary period.

Apply with resume and cover letter to humanresources@ucitylibrary.org or via post to 6701 Delmar Blvd, University City, MO 63130.