Position Description

Title: Head of Circulation Services

Department: Library

Status: Full time Exempt, M-F 8am-4pm, schedule subject to change based on office and program needs, including occasional evenings and weekends

Report to: Assistant Director for Research and Public Services

Purpose: Manage the Circulation Department, its staff and processes, and provide user-centered services and support at the Circulation desk

ESSENTIAL FUNCTIONS

Management of Circulation Department Operations (50%)

- Manage all borrowing, lending, and reserves at the Circulation desk, as well as stack maintenance.
- Locate, organize, and make available materials requested by faculty for course reserves, in physical and electronic formats, with assistance from the Circulation staff and student workers. Encourage appropriate use of course reserve materials under copyright law.
- Streamline and automate Circulation desk procedures, update workflows, and keep current with best practices and professional development. Maintain up-to-date documentation and operations manuals, including for Circulation tasks, policies, interlibrary loans, and course reserves.
- Perform Circulation tasks as needed, including checking items in and out, requesting items for patrons, and creating library accounts.
- Supervise the interlibrary loan (ILL) lending service and delegate duties/responsibilities to staff accordingly.
- Respond to and resolve patron concerns in a timely and courteous manner and enforce library policies.
- Maintain and communicate Circulation statistics for regular reports and assist with library assessment.
- Create signage throughout the library as needed.

Supervision (25%)

- Hire and train Circulation staff and student workers.
- Manage Circulation staff and student workers, creating work schedules to maximize desk coverage for Wright Library’s operating hours and manage operational efficiencies in the department.
- Provide ongoing training in new systems and operations and provide timely performance feedback.

**Collaboration (25%)**

- Work with the Assistant Director for Research and Public Services and the Reference and Research Librarian to reshape and recommend access, research, and outreach policies, procedures, and services that focus on the user and improved user experience of the library.
- Work with the Systems and Data Management Librarian to maintain seamless performance and implementation of the Circulation module of the current integrated library system.
- Work with the Discovery and Web Services Librarian to resolve and improve access and library account issues.
- Develop collaborative relationships with regional libraries with which Wright Library shares patrons.
- Coordinate with PTS Public Safety to create a safe and welcoming library experience, and communicate with Custodial, Facilities, and IT staff to address building and technology issues.

**QUALIFICATIONS**

- College degree and a minimum of three years of library experience; library degree preferred
- Experience with both an integrated library system and a learning management system preferred
- Demonstrated ability to multitask, prioritize, and perform detailed work accurately
- Proficiency in using office technology applications, including Microsoft Office Suite
- Excellent organizational and communication skills
- Supervisory experience, preferably with both staff and student workers
- A commitment to a user-centered perspective
- A spirit of hospitality and the ability to work under the pressure of regular public contact with a diverse patron community
- Demonstrated flexibility, openness to change and innovation, and a tolerance for ambiguity

Princeton Theological Seminary reserves the right to amend this position description at any time.

ver. March 27, 2024