



222 East Nine Mile Rd., Ferndale, MI 48220
248-546-2504 fadl.org

The Ferndale Area District Library seeks a qualified candidate for a Full-Time Head of Circulation

Position Title: Head of Circulation

Reports to: Library Director

Hours per week: 40, including evenings and weekends

Starting pay: \$58,000 annually (\$27.88 per hour), as part of a 10 step scale

Benefits include: Blue Cross Blue Shield (medical, dental, vision, Rx), Life/AD&D, Short and Long Term Disability, 401(a) plan, Optional 457 and Roth IRA plans offered, paid holidays, PTO, paid professional memberships and development opportunities

Classification: Non-union position

Position Summary:

- Work involves responsibility for the administration of the Circulation Department
- Duties are carried out with considerable independence within the framework of established policies and procedures
- Demonstrate strong leadership skills and a commitment to FADL mission, vision, and values including being welcoming, innovative, objective, accountable, and collaborative
- Work requires the exercise of initiative, independent judgment, and discretion in handling supervisory and administrative duties
- The work involves supervision of staff and regular contact with the public
- The Department Head responsibilities include
 - Supervising and evaluating staff and regularly assigning departmental tasks and duties
 - Scheduling all Circulation Specialists and Technical Services Specialists
 - Ensuring a high level of customer service to the public in an effective and efficient manner
 - Supervising activities in the department, training new staff, and fulfilling both on-desk and off-desk time as a regular part of their schedule
- Complete continuing education opportunities to stay current with accepted library practice and may attend conferences
- Administrative and technical supervision is received from the Library Director and is generally in the form of a review of plans and procedures through regular consultations

Principle Duties:

- Hires, trains, schedules, supervises, and evaluates performance of Circulation staff
- Serves as main point of contact for department inquiries and/or issues
- Actively participates as a member of the Library management team
- Develops and appropriately interprets library policies and procedures, and is able to communicate them effectively to both staff and the public
- Creates monthly and annual circulation statistical reports
- Prioritizes customer service while enforcing library policies and maintaining patron privacy
- Participates in local, regional, and statewide professional committees and meetings
- Maintains and evaluates library software and hardware, ensures that library equipment is operating, and works with support to resolve problems
- Troubleshoots in-depth or complicated patron inquiries and account issues, resolves patron service problems and concerns
- Oversees the handling of financial transactions and cash register at the circulation desk
- Analyzes delinquent accounts and works with outside agencies on collection issues and processes
- Helps maintain a clean, safe facility, and a productive, organized work environment
- Ability to exercise judgment in the performance of tasks
- Other duties as assigned

Desired Qualities include:

- Enthusiasm and commitment to staff development and public service excellence
- Strong attention to detail and problem solving skills
- Ability to maintain effective interpersonal relationships with library staff and patrons; ability to speak and write effectively; cooperate effectively with team members
- Be self-motivated and able to exercise initiative and independent judgment; possess strong computer skills

Preferred Skills include:

- Previous public library experience
- Experience with ILS and other library management systems
- Experience with Google App Suite (Drive, Gmail, Docs, Calendar)
- Experience with retail computer systems, cash registers, office equipment

Education and Experience Requirements:

- Previous library experience and previous management experience strongly preferred
- Associates Degree or equivalent college experience (2+ years), or equivalent combination of relevant education and experience

Physical demands and working conditions:

The physical demands herein 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 these essential job functions.

Environment: Library environment; extensive public contact.

Mobility: Sufficient mobility to work in a library setting; operate office equipment.

Vision: Vision sufficient to read small print, computer screens, and other printed documents.

Please send your resume, cover letter, and application as a single PDF document to Library Director Jordan Wright, jordan@fadl.org, with the subject: **Head of Circulation -Your Last Name**

Application Deadline: Thursday, July 18th, 2024

Application can be found at: <https://www.fadl.org/about-us/employment-opportunities>