

**Position Title:** Head of Circulation

**Department:** Circulation

**Reports To:** Library Director and Assistant Director

**Hours:** Part-Time (18–28 hours per week, including evenings and rotating Saturdays)

**Salary:** \$18.00–\$20.52 per hour, commensurate with experience

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## Position Summary

The Library Association of Warehouse Point is seeking a motivated, organized, and service-oriented individual to serve as **Head of Circulation**. This supervisory role is responsible for overseeing daily circulation operations, ensuring excellent customer service, and supporting staff and patrons alike. Under the direction of the Library Director and Assistant Director, the Head of Circulation plays a key role in maintaining efficient workflows, coaching staff, and reinforcing library policies and procedures.

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## Essential Duties & Responsibilities

- Supervises the daily operations of the Circulation Department to ensure smooth and effective service.
- Works closely with the Assistant Director to train and support new circulation staff.
- Provides direct service to the public at the circulation desk, including check-in/check-out, managing holds, registering patrons, resolving account issues, and processing fines and fees.
- Troubleshoots patron account issues and resolves concerns with professionalism and care.
- Assists in reviewing and updating circulation policies and procedures as needed.
- Oversees circulation desk workflows, ensuring staff follow proper procedures and provide consistent service.
- Ensures accurate records and helps compile circulation statistics and reports for internal and external use.
- Collaborates with Technical Services to resolve cataloging or material processing discrepancies.

- Maintains clear communication with circulation staff, the Assistant Director, and the Library Director to promote a cohesive team environment.
  - Acts as building supervisor when assigned, ensuring safety and appropriate patron behavior during shifts.
  - Promotes a welcoming atmosphere for all patrons, providing excellent customer service in a public-facing environment.
  - Assists with departmental projects, seasonal initiatives, and other duties as assigned.
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## **Knowledge, Skills, and Abilities**

- Strong commitment to public service and the mission of public libraries.
  - Ability to lead with empathy, professionalism, and effective communication.
  - Ability to compile and interpret circulation data and usage statistics.
  - Proficiency with Microsoft Office and Google Suite applications.
  - Strong problem-solving and interpersonal skills.
  - Ability to work independently and collaboratively as part of a team.
  - Experience working with patrons of all ages in a busy service environment.
  - Ability to multitask, prioritize responsibilities, and adapt to changing needs.
  - Familiarity with Sierra or Polaris ILS is a plus; training will be provided if needed.
  - Must be dependable, organized, and capable of handling confidential information.
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## **Qualifications**

- Bachelor's degree required; Master's degree in Library Science or related field preferred.
- Minimum of three (3) years of professional library experience, including at least one (1) year in a supervisory or team lead role, preferably in a public services or circulation

setting.

- Equivalent combinations of education and experience will be considered.
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## Benefits

- Up to a 3% match Simple IRA
- Flexible schedule

**To apply:** Please send a resume, cover letter, and three references in an email to the library director, Felicia Gardner, at [fgardner.lawp@libraryconnection.info](mailto:fgardner.lawp@libraryconnection.info) with the subject line “Head of Circulation Application” or send paper applications to Warehouse Point Library, 107 Main Street, East Windsor CT, 06088 ATTN Library Director by **Friday, September 5th**. Applications will be reviewed on a rolling basis. A background check will be conducted for the individual who has been offered the position. If you have any questions, please contact the Library Director.