

Circulation and Delivery Services Manager

JOB TITLE: Circulation and Delivery Services Manager

FLSA STATUS: Exempt

GRADE: 41

DEPARTMENT: Technical Services

APPROVED DATE: 07/2011

REVISED DATE: 02/2014, 04/2022, 10/2022

Job Summary

The Circulation and Delivery Services Manager plans, coordinates, and manages circulation, processing, receiving, and the delivery of library materials, supplies and equipment to and from Sno-Isle administrative service center to all community libraries. This position is also responsible for reception and mail services, maintaining data quality in the ILS, ILS training curriculum, customer account support, vendor relationships, subject matter expertise on circulation and delivery, as well as, working with Facilities to ensure buildings are conducive to safe and efficient circulation and delivery services.

This position contributes to the Library District's effective operation providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Provide leadership and direction for staff in creating and implementing standards, practices, principles, and techniques that ensure the library's materials get circulated to our customers as quickly and efficiently as possible.
2. Deliver high quality, customer-focused services to internal and external customers. Respond to staff and customer inquiries about customer accounts, ILS functionality, circulation, delivery, and reception.
3. Analyze and evaluate department workflow and adjust priorities for staff to maximize operational efficiency. Align priorities and work plans with the library's strategic focus.
4. Administer the Circulation, Delivery, and Customer Account modules of the library's integrated library system.
5. Create and update policies and procedures for Sno-Isle's circulation activities. Respond to customer and staff questions verbally and in writing regarding Library circulation policies and procedures.
6. Collaborate with managers and staff in Technical Services and in Public Services to research and resolve issues related to the library automation system. Participate as an effective member of the Technical Services management team. This includes assisting in developing departmental policies and procedures, preparing and presenting reports, analyses and make recommendations to the team, assisting with operational and strategic planning activities, regular testing of the system software and options.

Additional Duties and Responsibilities

1. Serve on the Technical Services Management Team and the Operations Management Team.
2. Lead special projects and serve on library committees as assigned.
3. Prepare correspondence and reports.
4. Represent the Library with stakeholders such as Library Boards, Friends, and other groups, as well as vendors and other library organizations about Circulation and Delivery Services.
5. Perform other duties as required or assigned.

Supervision

The position reports to the Director of Technical Services. Direct supervision is a normal part of the position's work in the areas of circulation, processing, receiving, delivery, and reception.

Knowledge, Skills, and Abilities

1. Knowledge of current trends and developments in the field of public library services, circulation, delivery, and ILS Support.
2. Knowledge of library resources and the ways in which the circulation and delivery staff support the work of public services and customers.
3. Knowledge of public library services, and public library operation and administration.
4. Demonstrated excellent customer service skills.
5. Knowledge of automated library systems, library technology, and electronic resource systems.
6. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
7. Ability to communicate effectively with diverse audiences.
8. Ability to explain complex concepts to internal and external customers.
9. Ability to be flexible, manage ambiguity, adapt to change, and successfully work in a fast-paced dynamic environment.
10. Ability to work independently, set priorities, and manage competing deadlines.
11. Demonstrated strong organizational, analytical, and problem-solving skills.
12. Ability to provide high level of proficiency in Microsoft Office products.
13. Ability to organize and manage initiatives.
14. Ability to communicate effectively with diverse audiences.
15. Ability to operate delivery vehicles such as vans, light trucks, and pickups.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. These skills and abilities typically are acquired through a combination of experience and training including university-level education or equivalent work setting.
2. Three years of experience coordinating or leading library circulation and delivery activities, and three years of supervisory experience are required, a majority of which must have been in a library setting.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work of incumbents is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to: operate computers for extended periods of time; operate cutting, binding and gluing machines with sufficient manual dexterity and visual acuity to assure safe operation to the incumbent and to co-workers; and regularly move objects or materials weighing up to 50 pounds, including transfer of books and other materials from floor level to shelves, or by using hand truck. Incumbents may be required to move carts of books and other materials and frequently stand for extended periods of time.

While performing the duties of this job, the incumbent must communicate with coworkers and members of the public. There are regular interpersonal contacts with staff members and customers. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.

An incumbent is required to travel to the various community libraries in the District in all types of weather and road conditions. To accomplish this travel, the incumbent must be able to drive and hold a valid Washington State driver's license or to make independent arrangements for such transportation.