

## POSITION ANNOUNCEMENT

Job Title: **Head of Circulation**  
Department: Library  
Reports To: Director of Library Services

### SUMMARY

This position is responsible planning, organizing and managing proper functioning of the Circulation Department to include oversight of return and record keeping procedures of the library, receiving and resolving circulation-related problems, training, assigning job tasks, and supervising progress of Library Assistants and Student Assistant employees.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for charging, discharging, and renewing library materials; registering patrons, receiving and processing reserves and system-level hold requests, evaluating and processing InterLibrary Loan requests (borrow and lending), collecting and recording fines and fees, handling book returns and patron counts, and processing periodicals and filing missing claims with vendors as needed.
2. Responds quickly and courteously to patrons' concerns regarding overdue notices, late fees accrued, "reported returned", or items on records that were not checked out by the reporting patron. Follows up with the appropriate documentation, disposition and decision, with prior discussion with the Director when necessary.
3. Liaison with the Information Technology Department regarding maintenance of staff and public technology, computer, phone and printing equipment.
4. Maintains statistics on circulation activity, including the use of non-circulation library services that are recorded at the Circulation Desk, and provides monthly and annual reports as needed.
5. Inventories, organizes, and maintains operational levels of department supplies.
6. Evaluates, develops, and maintains policies and procedures including ILL and periodical maintenance, adjustments, and maintaining the department manual in physical and digital formats.
7. Participates in the near-term and long-range planning of Library services.
8. Other duties as assigned.

### SUPERVISORY RESPONSIBILITIES

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include interviewing, hiring, training, and mentoring; planning, assigning and directing work of employees AND/OR student workers; addressing complaints and resolving problems.

**QUALIFICATIONS:** The above statements reflect the general responsibilities of the position and should not be construed as a detailed description of all the work requirements that may be inherent in this position. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Some evening and weekend hours are required.

**EDUCATION AND EXPERIENCE:** High school diploma or GED and at least 3 years of library experience. Must possess a demonstrated level of knowledge to function independently within the University library. Demonstrated experience with big picture and granular comprehension. Demonstrated commitment to being student-centered and to diversity, equity, inclusion, accessibility and justice initiatives for academic libraries. Demonstrated experience with current library technologies in all formats. Previous supervision skills a plus. Strong knowledge of Microsoft Office required.

**TO APPLY:** External and Internal candidates please send a *letter of intent* reflecting the above responsibilities and qualifications and a *resume* to [hr@madonna.edu](mailto:hr@madonna.edu)

**MADONNA UNIVERSITY:** A Catholic institution founded by the Felician Sisters, and guided by the values of St. Francis. Candidates must be committed to excellence in teaching, scholarship, and service, and support the Mission of the University. We are an equal opportunity employer committed to a culturally diverse workforce. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Candidates must be legally authorized to work in the United States. Verification of employment eligibility will be required at the time of hire. Thank you for your interest in employment opportunities at Madonna University.