



HUDSON LIBRARY & HISTORICAL SOCIETY

96 LIBRARY STREET · HUDSON, OHIO · 44236

Job Title: Head of Circulation, Full-Time, 38 hours

Immediate Supervisor: Executive Director

Positions Supervised: Assistant Head of Circulation, Circulation Clerks, Pages

FLSA Status: Non-exempt

Position Summary:

Under the general supervision of the Executive Director, the Head of Circulation is responsible for the supervision and management of the Circulation Department and the Brewster Café. Responsible for planning, implementing, and evaluating an active department to meet the needs and wants of the general population for the community.

Principal Responsibilities:

1. Provides leadership and training in all aspects of circulation services, including circulation of materials, interlibrary loans, borrower records, and collection of fines and fees, in coordination with library policies and procedures
2. Responsible for the hiring, training, scheduling, and evaluation of the Circulation Department staff.
3. Oversees the management of the Café, including inventory control, ordering supplies, and managing staff.
4. Supports the Assistant Head of Circulation in coordination of the meeting room usage by outside organizations and customers and the setup and tear down of the meeting rooms for library programs.
5. Works closely with the Technical Services Department on all aspects of collection maintenance which overlap with Circulation functions.
6. Provides direct customer service to customers, serving as the primary point of contact for escalated concerns and ensuring notices are prepared and sent as needed.



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7. Collects and maintains usage statistics and outcome measures related to the Circulation department.
8. Attends Departments Heads meetings and participates in the library's strategic planning process.
9. Demonstrates a commitment to the library's mission and goals, and a willingness to collaborate effectively with administration and colleagues.
10. Fosters a collaborative and positive working relationship with all staff.
11. Performs other duties as assigned.

Required Skills, Knowledge and Abilities:

1. Ability to collaborate effectively across various departments, outside vendors, and the public.
2. Fundamental knowledge of an Integrated Automation system, including all circulation functions.
3. Proven track record in directing and supervising the work of others and experience establishing and maintaining effective, positive working relationships.
4. Possess a solid understanding of library operations and how departmental activities are interconnected.
5. Outstanding interpersonal, oral, and written communication and customer service skills.
6. Demonstrated project management skills, organizational capabilities, and the ability to work well under pressure while handling multiple projects.
7. Proven excellent professional judgement, courtesy, tact and flexibility.
8. Ability to work a flexible schedule that will include evening and weekend shifts.



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Education and Experience:

- Completion of a bachelor's degree, or an equivalent combination of education, training, and experience. Any library coursework is a plus.
- 3-5 years of strong library circulation experience with progressive levels of responsibility.