Part-Time Circulation Manager  
Oradell Free Public Library (Oradell, NJ)

The Oradell Public Library is seeking a part-time energetic and extroverted individual to serve as Circulation Manager starting March 2024.

The position requires innovation and versatility in helping patrons of all ages as part of a team committed to exceptional patron service and community engagement. The position requires excellent communication skills, including the ability to help patrons use the library’s resources. We are looking for an individual eager to collaborate on projects with other library staff, and provide services to people and organizations within our community.

Responsibilities include:

Management

- Supervises the adult circulation staff (part-time Desk Assistant / Pages and substitutes) while working in the adult department in conjunction with the Adult Services Librarian.
- Creates, distributes, and maintains the circulation schedule for staff working on the adult circulation desk.
- Trains adult circulation staff in the current BCCLS library computer system, policies and procedures, in library opening and closing procedures.
- Reinforces customer service values and practices with the part-time staff in their interactions with library patrons and each other in conjunction with the Adult Services Librarian.
- Ensures that the adult circulation desk is staffed at all times during Library operating hours and assists staff, if they are unable to do so on their own, in finding coverage for sick/emergency time off, as well as for scheduled absences.
- Coordinates with BCCLS support staff to resolve circulation/patron computer hardware and software related issues.
- Attends offsite BCCLS circulation meetings and participates in BCCLS webinars, surveys, and on-line discussions regarding circulation issues.
- Evaluates adult circulation desk operating procedures, and, in conjunction with the Library Director, makes changes as needed to improve the efficiency of the adult circulation desk.
- Oversees the delivery system and participates in the courier team which is responsible for the processing of incoming and outgoing materials.
- Identifies and resolve issues involving damaged library items.
- Assist the Director in interviewing new part-time desk assistants and pages for the adult department in conjunction with the Adult Services Librarian.
• Participates with the Director in the periodic evaluation of part-time staff working in the adult department in conjunction with the Adult Services Librarian.
• Provides the Director with monthly BCCLS-supplied statistics on adult circulation activity and circulation statistics and library door counts to the Director for the annual Per Capita State Aid Report.
• Participates in and makes circulation reports at all library staff meetings.

Circulation and Customer Service

• Charges, discharges, and renews library materials; issues and renews patron library cards; processes inter-library loans requests; prepares requests of materials for patron pickup; and processes book drop returns.
• Directs patron concerns to other library departments and other BCCLS libraries as needed.
• Answers reference-type questions and report reference activity at the adult circulation desk to the Adult Services Librarian.
• Responds to the concerns and questions of library patrons.
• Assists library patrons in the use of library services, facilities, and equipment.
• Interprets both BCCLS and library policies for patrons.
• Interacts with other library directors and circulation managers to resolve both Oradell and non-Oradell patrons’ circulation issues in a manner that protects both the library’s interests, while being mindful of providing the expected excellent customer service.

Experience and Education Required:

• A minimum of three (3) years working in a BCCLS library or equivalent.
• High school diploma or equivalent; college degree preferred.
• Working knowledge of the BCCLS system.

This position is twenty-five (25) hours per week including one evening and weekends, as needed. Reports to Director. Hourly wage commensurate with experience.

Please email in one document attachment a cover letter, a resume, and three references (including telephone numbers and email addresses) with "Circulation Manager - <YOUR NAME>" as the Subject line to oradelllibrary@gmail.com.