



Notice of Vacancy

Head of Circulation and Technical Services
\$60,361 annually plus benefits
35 hours per week with some nights & weekends

Crandall Public Library is seeking a F/T Head of Circulation and Technical Services to lead our busy circulation department in providing essential services with a high level of customer service. Under direct supervision of the Library Director, the incumbent is responsible for overseeing and coordinating all circulation activities including staff supervision; establishing policies and procedures; participating in the Library's management team; and the processing of new materials and inter-library loans. Excellent customer service and supervisory skills are a must. Must be able to work independently and as part of a team, exercise professional judgment, and handle multiple tasks.

Minimum qualifications: Either:

- A) Master's degree in Library Science with three (3) years of experience in library work, one year of which shall have been in a supervisory capacity; or
- B) Bachelor's degree with four (4) years of experience in library work, one year of which shall have been in a supervisory capacity.

Special Requirement: If candidate possesses a degree in Library or Informational Science, eligibility for a New York State Public Librarian's professional certificate at time of application; possession of certificate at time of appointment.

Position will be filled based on Civil Service requirements. A provisional appointment will be made with examination to be held at a later date. Candidate must meet civil service requirements for appointment following establishment of eligible list.

Qualified candidates should email application, cover letter, resume, and three professional references to:

Guinevere Forshey, Assistant Director
gforshey@sals.edu
Crandall Public Library
251 Glen Street, Glens Falls, NY 12801

Applications must be received by September 8, 2022.

Applications may be obtained from <https://warrencountyny.gov/jobs>
EOE/AA Employer

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HEAD OF CIRCULATION AND TECHNICAL SERVICES

DISTINGUISHING FEATURES OF THE CLASS: An employee in this position is responsible for supervising clerical/ library assistant support staff engaged in the provision of library services to the public as well as the classification/ processing of library materials in preparation for public access. Duties include performance of the following functions: staff supervision; updating of staff office procedures in compliance with changing rules and regulations; researching/ rectifying problem transactions which cannot be processed by other staff; and performing any work that may be required of a clerical title in a lower grade, as needed. This position differs from Principal Library Clerk because of the full supervisory responsibility and dual department responsibilities. This position diverges from that of a Librarian I or Librarian II because much of the work involves oversight of library clerical staff and office procedures. General direction is received from high-level administrative staff. Supervision is exercised over the work of assigned clerical employees.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Supervises support staff including areas including the distribution and review of work; hiring/scheduling and maintaining coverage of all unit activities, assigning employees to a specific desk or function within their title; job/performance counseling; Interprets changes in rules and regulations, modifying office procedures accordingly and disseminating said changes to staff; Researches and rectifies problem transactions which cannot be processed by other staff; Troubleshoots difficult problems involving independent judgement; Assists subordinate staff in responding to customers and public in difficult or non-routine situations using first-rate customer service/interpersonal aptitudes; In charge of Inter Library Loans (ILL); Acts as a liaison between administration and staff; attends department meetings and disseminates information to support staff; interprets and clarifies policies and procedures; Reviews and updates office procedures; Establishes circulation policy and procedures; Serves as member of the Administrative Team; helps develop library policy and procedures; Serves on system-wide committees; Prepares reports as directed by the Director or Assistant Director; Compilation and analysis of statistical reports for budget, circulation, and attendance, etc.; Performs any work that may be required of a clerical title in a lower grade, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of office procedures, terminology and equipment as applied to complex clerical work in a library setting; Good knowledge of library services, practices and systems on-line circulation and cataloging system; Good knowledge of the principals and practices of supervision; Working knowledge of software packages for word-processing to produce reports and letters, database management and spreadsheets to track information; Ability to handle administrative details independently; Ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; Ability to establish and maintain effective working relationships; Ability to plan, coordinate and supervise the work of others;

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Ability to operate and perform minor maintenance on library equipment such as copiers, receipt printers, printers, RFID associated equipment, AMH platform, cash registers, etc.;

Ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on an analysis of data collected;

Ability to assist staff in responding to the public in difficult or non-routine situations;

Ability to speak knowledgeably and with authority about library functions and to advise staff on how to address situations that occur;

Ability to train employees in departmental procedures and guidelines;

Good organizational skills and attention to detail;

Recognizes and supports the values, mission, and role of Public Libraries including, the knowledge and support of the ALA core values and code of ethics;

Tact and courtesy in dealing with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

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- B) Bachelor's degree with four (4) years of experience in library work, one year of which shall have been in a supervisory capacity.

SPECIAL REQUIREMENT: If candidate possesses a degree in Library or Informational Science, eligibility for a New York State Public Librarian's professional certificate at time of application; possession of certificate at time of appointment.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

WC: 2022

JC: Competitive

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