

CIRCULATION MANAGER

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class has responsibility for overseeing and leading the circulation team and ensure a welcoming, efficient, and positive experience for all patrons. In this role, you will oversee daily circulation desk operations, support frontline staff, and work collaboratively with other library departments to enhance services. The work is performed under the general direction of the Library Director with wide leeway allowed to make independent decisions on routine matters according to defined policy and procedure. Supervision is exercised over the work of subordinate library staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Manages the daily operations of the circulation desk, including check-ins/outs, issuing library cards, and fee processing;

Ensures circulation policies and procedures are consistently applied and followed by staff and patrons;

Fosters a positive, welcoming environment for all library visitors by delivering exceptional customer service;

Supervises, trains, and supports circulation staff, ensuring high performance and team collaboration;

Works closely with other library departments to coordinate efforts and enhance the overall patron experience;

Maintains accurate records of circulation activities and prepare reports on usage and trends;

Troubleshoots and resolves any circulation-related issues, including patron concerns and technical challenges with library systems.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of library services and procedures; good knowledge of the arrangement and uses of library materials; working knowledge of circulation and reference activities; working knowledge of cataloging and classification activities; ability to train, coordinate and supervise the work of others; ability to use and instruct patrons in use of library materials and equipment; ability to carry out library policies; ability to promote library programs to the community; ability to communicate effectively, both orally and in writing; ability to work independently and make relevant decisions; good judgment; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Library Science, Education, English, Public Administration or a closely related field and two (2) years of full-time paid or volunteer experience, or its' part-time equivalent, in a library setting performing duties related to the functions of the library; **OR**

B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Library Science, Education, English, Public Administration or a closely related field and four (4) years of full-time paid or volunteer work experience, or its' part-time equivalent, in a library setting performing duties related to the functions of the library; **OR**

C. An equivalent combination of training and experience as described in A and B above.

ULSTER COUNTY
1256 CIR MGR
Classification: Competitive
OA

Adopted: March 4, 2026