Position Summary:
This position manages the daily operations of the Learning Commons space, which includes Library Services, Tutoring, and the Writing Center. This position manages the Library circulation and discovery systems. The Circulation and Desk Manager oversees and trains all support staff at the Learning Commons Desk to ensure high quality customer service for students, faculty, staff, and visitors. This position is part of an academic support team working together to enhance students’ academic success, persistence, and completion.

Essential Duties and Responsibilities:

The following are the functions essential to performing this job:

1. Manage, oversee, schedule, and train support staff and student workers at the Learning Commons Desk to support the functions of the Tutoring and Writing Center, and Library Services.
2. Manage daily set-up and operation of the Learning Commons space in collaboration with the Coordinator of the Tutoring and Writing Center, the Director of Learning Center Services, and the Director of Library Services to ensure a positive patron experience.
3. Manage the integrated library/discovery systems to enhance the accessibility of library resources, including all circulation functions and any required cataloging.
4. Manage the physical collections of the Library, both general and reserve, including the acquisition and processing of new materials.
5. Manage and provide Interlibrary Loan services through OCLC Worldshare.
6. Collaborate with the Director of Library Services, the Digital Resources Librarian, and the Learning and Information Literacy Specialist to develop and promote the Library Collection.
7. Provide Learning Commons Desk coverage, and assist patrons with reference and information technology questions.
8. Collaborate with coordinators, librarians, and directors to collect data related to the usage of the Library Collection and Learning Commons services.
9. Support the creation, maintenance, and implementation of Learning Commons processes and policies.
10. Assist with projects and duties supporting the mission and goals of the College, Academic Affairs, Continuing Education, and Workforce Development, and the Center for Teaching and Learning.

**Required Minimum Qualifications:**

1. AA Degree
2. Two (2) years of experience in a Library setting
3. Two (2) years of customer service experience
4. Experience using Microsoft Office Suite

**Desired Qualifications:**

1. Bachelor’s degree
2. One (1) year of management or supervisory experience
3. Experience using automated Library systems to manage collections and interlibrary loans
4. Ability to work in a fast-paced team environment while prioritizing multiple tasks
5. Experience working in a community college setting
6. Excellent oral and written communication skills
7. Ability to work effectively with a wide range of constituencies in a diverse community

**Note:** The College reserves the right to change or reassign job duties, or combine positions at any time.