

LIBRARY BOARD MEETING AGENDA - SPECIAL  
 Tuesday June 30, 2026, 5:00pm  
 Location: Zoom Only



STREAM VIA ZOOM

<https://us02web.zoom.us/j/89722693115?pwd=kYNJLYkOSKLcBrqUCa9ijB8eODhoeZ.1>

Note this is a different link than for the regular meetings

<b>Board of Trustees</b>	<b>Attended</b>
<i>Name, Position Title, Year Board Term Expires</i>	
1. Erin Jelenchick, Vice President, 2020-2027	
2. Sam Dettmann, Village Board Representative, 2024-2027	
3. Nathan Christenson, School District Representative, 2024-2027	
4. Nikki DeGuire, Member, 2024-2027	
5. Ashley Shields-Johnson, Member, 2026-2028	
6. Rebecca Fotsch, Member, 2026-2029	
7. Sylvia Meltzer, Member, 2026-2029	
<b>Staff</b>	
Nyama Reed, Library Director	

CALL TO ORDER						
6:30	1.	Statement of Public Notice				
6:31	2.	Public Comment – limit to five minutes; the Board cannot discuss or act on any issue that is not duly noticed on the agenda.				
		Item	Action Desired	1st	2nd	Pass
	3.	Update Head of Circulation Job Description	Approve			
		ADJOURNMENT	Motion			

To: Whitefish Bay Public Library Board of Trustees  
From: Nyama Y. Reed, Library Director  
Date: June 30, 2026 Special Meeting  
Re: Update Head of Circulation Job Description



### **Our Mission**

The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting all people, inspiring a love of learning, and providing access to ideas, information, and resources.

### **Background**

The Head of Circulation Services job description was revised March 24, 2026. The change to accepted education level resulted in the exclusion of good candidates. It is recommended to add back in wording for “equivalent combination of education and work experience.”

### **Action**

Motion to approve the Head of Circulation Services job description as presented (or amended).

**Position Title: Head of Circulation Services**  
**Position Status: Full-time. Salaried. Exempt. Supervisor.**  
**Department: Whitefish Bay Public Library**  
**Appointing Authority: Library Director**  
**Supervisor: Library Director**



**MISSION**

*The Whitefish Bay Public Library, as a cornerstone of the community, is dedicated to connecting people of all ages, inspiring a love of learning, and providing easy access to ideas, information, and resources.*

**GENERAL FUNCTION**

Oversee the overall operation of the Circulation Services department, including staff leadership, service delivery, and workflow coordination. Uphold the Whitefish Bay Public Library Mission Statement set by the Library Board and provide services that meet those standards.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

**1) Staff Leadership**

- a) Responsible for hiring, training, supervising, and scheduling Circulation Services staff efficiently for best public service.
- b) Conduct performance reviews of Circulation Services staff with the Library Director.
- c) Supervise all monetary circulation transactions and circulation monies.
- d) Develop, implement, train on, and supervise staff in Circulation Services policies and procedures.
- e) Approve Circulation Services staff timesheets for payroll under direction of the Library Director.

**2) Materials Management**

- a) Oversee day-to-day service and activities in the Circulation Services department.
- b) Supervise maintenance and check-in of serials and newspaper holdings.
- c) Supervise processing of new materials and mending/binding of existing materials.
- d) Order office and material processing supplies.

**3) Financial Management**

- a) Reconcile cash register daily to reports and complete deposits under direction of the Library Director.
- b) Code invoices for the Library Director's approval and submit to Village staff for payment.

**4) Technology Management**

- a) Collaborate with Milwaukee County Federated Library System (MCFLS) staff to troubleshoot and resolve issues with the integrated library system (ILS) and related circulation technologies, ensuring smooth daily operations.
- b) Oversee and support public and staff technology, including software, computers, printers, self-check systems, and other circulation equipment.
- c) Plan, implement, and maintain the Library's Technology Plan in coordination with the Library Director.

**5) Patron Service**

- a) Create and emphasize a positive, welcoming and helpful environment for library users and maintain a level of excellent patron service.

- b) Handle patron issues/complaints/problems cordially and effectively and transfer or refer to correct source as needed. Remain calm under pressure.
- c) Work cooperatively with other MCFLS libraries to solve patron and material issues.
- d) Maintain confidentiality of library patron information.

**6) Policies & Procedures**

- a) Maintain knowledge about the circulation system and inform staff of changes or updates.
- b) Interpret and implement WFBPL and MCFLS policies/procedures relevant to Circulation Services.

**7) Teamwork**

- a) Cultivate and maintain positive working relationships with other Library staff members, Village staff members, the Library Director, Library Board members, elected officials, and local agencies.
- b) Maintain a professional demeanor along with excellent communication skills that contribute to the overall well-being of the workplace.

**8) Professional Leadership**

- a) As part of the Library's Leadership Team, work to implement the Strategic Plan.
- b) Maintain a commitment to continuous learning to grow professionally and improve skills through conferences, seminars, and local training sessions.
- c) Read professional literature and remain current with trends in library service and application to WFBPL.
- d) Attend and contribute to Library Leadership Team meetings, typically held weekly.
- e) Plan and facilitate periodic Circulation Services staff meetings.
- f) Be an active member of the MCFLS Circulation Services Committee and attend meetings.
- g) Participate in regional, state, and national organizations related to job position.

**9) Misc.**

- a) Submit monthly department report to the Library Director.
- b) Complete other duties as assigned.

**PERIPHERAL DUTIES**

- 1) May assist with library programming as needed.
- 2) Assist the Library Director as required.
- 3) Act as Staff-in-charge on a rotating basis.

**QUALIFICATIONS**

**Desired Minimum Qualifications**

- 1) Bachelor's degree from a college or university, or equivalent combination of education and work experience
- 2) 1-year public library experience
- 3) 1-year supervisory experience
- 4) Some customer service experience
- 5) Some accounts payable experience
- 6) Some technology management experience

Knowledge/Skills/Abilities

- 1) Ability to adapt to evolving technology.
- 2) Ability to communicate tactfully and effectively with the public and staff.
- 3) Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision.
- 4) Ability to create and maintain positive and effective public relations.
- 5) Ability to exercise initiative in problem-solving and refer questionable situations to the Director.
- 6) Ability to operate all items under Tools and Equipment Used.
- 7) Ability to perform supervisory functions and organize workflow.
- 8) Ability to plan, organize, and prioritize work assignments.
- 9) Ability to work independently or as part of a team.
- 10) Excellent written and verbal communication skills.
- 11) Strong technology skills to include Microsoft Windows and Office applications, Google Suite applications, and the internet.

**SUPERVISION RECEIVED AND PROVIDED**

- 1) Works under the supervision of the Library Director.
- 2) Provides supervision to all Circulation Services staff.

**JOB REQUIREMENT**

Willingness and ability to work a flexible schedule that includes days, evenings, and weekends to meet service levels. May need to cover absences for staff members.

**TOOLS AND EQUIPMENT USED**

Including, but not limited to, automated shared resource system (CountyCat), networked personal computer and peripherals, MS Office and other job-related software, printers, copy machine, scanner, paper cutter, laminator, telephone, calculator, elevator, and carts.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

This position requires the employee to frequently walk, sit, and talk or hear. The employee is occasionally required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is occasionally required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl. The employee may occasionally lift and/or move up to 25 lbs. and push or pull carts weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Work is performed primarily in a library environment. The noise level in the work environment ranges from quiet to noisy.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer, or requirements of the job, change.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Library Director: \_\_\_\_\_ Date: \_\_\_\_\_