

Job Description

Circulation Coordinator

Name:		Department:	Library Operations
Pay Grade:	G	FLSA Code:	Non-exempt
Reports To:	Head of Library Operations	Typical Schedule:	Varies
Last Updated By:	Donna Dunn	Date:	9/11/2017

Job Summary

Under the supervision of the Head of Library Operations, this position is responsible for coordinating various aspects of materials circulation, resolving patron concerns, and implementing and monitoring policies and procedures to comply with the library's service standards.

This position does not have any supervisory responsibilities, but does coordinate workflow and training for assigned Library Aides and Library Associate I's within the department, and oversees volunteers.

Essential Functions & Responsibilities

Primary

- Schedules, trains, and assists in evaluating department staff and volunteers
- Assists with the evaluation of department procedures and services
- Implements changes in procedures, as appropriate
- Assists staff in resolving patron issues
- Responds to online questions and library card applications
- Assists with budget preparations, as requested
- Coordinates projects, as assigned
- Processes circulation problems, damaged items, interlibrary loans, and reserved items
- Assists with department reports
- Prints and distributes overdue notices
- Maintains supply inventory
- Registers patrons for library cards and programs
- Checks in and out, and places reserves on library items

- Informs patrons of overdue items, fees on their library card, and helps to resolve outstanding issues
- Communicates on the telephone to handle patron inquiries, relay information, and respond to general questions from staff and the public
- Checks library shelves to locate items and update item status accordingly
- Operates the cash register and credit card machine
- Provides assistance with self-checkouts, library online services, and use of the copier, fax, and print-release stations
- Cleans, sorts, and shelves library materials
- Understands spine label designation
- Knows the location of all categories of library materials
- Shelf reads
- Provides directional assistance to patrons who visit the library
- Assists with interdepartmental projects, as requested
- Cleans library equipment
- Assists at programs and events, as scheduled
- Assists with setups and breakdowns for library events
- Attends scheduled meetings and training, as required
- Maintains awareness of overall library functions, projects, and goals
- Represents the library in a positive fashion at all times

Secondary

- Participates in professional development and continuing education, as appropriate
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

Education Requirements

The minimum level of formal education required to perform this job is checked.

- | | |
|--|---|
| <input type="checkbox"/> Some high school | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> High school diploma or GED | <input type="checkbox"/> Master's Degree/MLIS |
| <input checked="" type="checkbox"/> Associate's Degree | <input type="checkbox"/> Other: |



Training, Skills, Knowledge, and/or Experience

Required

- Two (2) years of successful work experience in a library
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Ability to plan, organize, and prioritize work assignments
- Ability to work independently or as part of a team
- Ability to exercise initiative in problem-solving and refer questionable situations to the supervisor
- Excellent written and verbal communication skills
- Strong technology skills to include: Microsoft Windows and Office applications, Google Suite applications, and the internet
- Ability to adapt to evolving technology
- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

Preferred

- One (1) year of successful supervisory experience
- Successful work experience in a public library

Physical Requirements

	Constantly ($\frac{2}{3}$ or more of the time)	Frequently ($\frac{1}{3}$ - $\frac{2}{3}$ of the time)	Occasionally ($\frac{1}{3}$ or less of the time)
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching overhead (up to 75" high)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reading/analyzing/interpreting data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing/working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.

Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.



Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.



Employee Signature

Date

