

LIBRARY

Circulation Coordinator

DEFINITION

Responsible for overseeing circulation activity, including the issuing, return and record keeping procedures of the library, including membership and delivery within consortium. Plans, organizes and supervises the activities of the Library Assistant staff and volunteers.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Provides assistance to library patrons in using CLAMS system and digital resources.
- Analyzes patron's needs and evaluates materials to develop collection.
- Educates patrons on library utilization including library computers to access print and non-print materials, including state-wide catalogs, database and local offerings.
- Oversees the circulation desk, including scheduling, training, and supervision of staff and volunteers.
- Evaluates circulation operating procedures, and makes adjustments as needed to improve efficiency.
- Identifies and retrieves overdue materials, and settles problems arising from late, damaged, or lost materials.
- Monitors the daily operation of the Integrated Library System, and acts as local liaison with the network on circulation matters.
- Provides monthly and annual reports of circulation activity.
- Manages main desk calendar and scheduling issues, reallocates staff as necessary.
- Assigns job tasks to Library Assistants, volunteers, and seasonal help.
- Trains Library Assistants in computerized circulation functions, public service best practices, as well as library policies and procedures.
- Recommends employment, promotion, and retention of unit staff members to Director.
- Assists Library Director in holding performance reviews for Library Assistant staff.
- Provides coverage for circulation desk.
- Manages daily delivery process and troubleshoots/resolves issues. Oversees Integrated Library System Database and inter-library loan process. Oversees the delivery of library materials to homebound patrons.
- Performs readers' advisory services.
- Oversees the enrollment of new patrons to the library.
- Produces reports from CLAMS relating to new members, missing materials, etc.
- Receives complaints or requests from library users and makes every effort to follow through in response to them; maintains quality public relations, advising patrons of library programs, procedures and policies.
- Communicates procedural and/or policy changes to staff as it relates to circulation desk.

- Communicates updates to library ILS as well as consortium policies and procedures to staff.
- Monitors and tracks office and computer supplies and manages ordering system.
- Performs a variety of related duties.

SUPERVISION RECEIVED

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

SUPERVISION EXERCISED

The employee, as a regular and continuing part of the job, leads other workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and levels as is done by the group led. The incumbent provides on-the-job training to new employees; reports to the supervisor on disciplinary problems, performance and training needs of employees.

ACCOUNTABILITY

The nature of the work means that errors in administrative work are not easily detected. Consequences of errors, including inaccurate information, could impact other departments and result in monetary loss, interruption of service and poor internal or external customer service.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Requires understanding, interpreting and applying federal, state and local regulations.

COMPLEXITY

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating

facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Incumbent has access at the departmental level to a variety of sensitive and confidential information including employee personnel files.

EDUCATION AND EXPERIENCE

Bachelor's Degree in a related field and 3-5 years of progressively responsible library experience including supervisory experience; preferably with experience in library circulation control work. Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for the job will be considered.

KNOWLEDGE ABILITIES AND SKILLS

Must have knowledge of library science and library services; working knowledge of general management and supervisory methods, including budgeting and personnel management, work delegation, scheduling, evaluating performance; library reference and cataloging methods; and bibliographic sources of information.

Must have the ability to supervise others, evaluating their performance, training them and administering discipline as needed; communicate with associates and the public in a courteous manner; research information for a wide variety of library users; use diplomacy and tact to establish and maintain relationships with staff, outside businesses and organizations; manage time effectively and remain on task despite interruptions; troubleshoot computer and network problems;

WORK ENVIRONMENT

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Schedules may require to work evenings and weekends.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

The work involves sitting, standing for long periods, walking and stooping. May be required to lift objects such as files, boxes, library materials and equipment weighing up to 30 pounds.

Motor Skills

Duties are largely mental rather than physical, but the requires motor skills for activities such as moving library materials, using office equipment, including but not limited to telephones, personal computers, and other equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes both in print and on a computer screen.