

LIBRARY CIRCULATION COORDINATOR

SUMMARY/PURPOSE

This position participates in direct public service and oversight of circulation functions to support the successful operation of the library by providing library services to the public and by overseeing the work of assigned staff, facilities, projects and processes. The Library Circulation Coordinator is responsible for activities and functions dealing with circulation of materials and related services, which include input on developing and implementing policies and procedures related to circulation, patron registration, record keeping and revenue collections, and training throughout the library system.

SUPERVISION RECEIVED

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available.

SUPERVISION GIVEN

Does not have direct supervisory responsibility but does have significant oversight of employees or project that require delegation and direction over the work of others.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Working under the general direction of a library supervisor, lead and oversee circulation activities and staff to ensure efficient workflow, consistent customer service, and public access to resources.
2. Coordinate system-wide circulation workflow and initial training of all circulation staff.
3. Perform complex circulation work and/or specialized tasks, creating and implementing procedures consistent with library policies.
4. Perform routine circulation related system administration tasks for the integrated library system.
5. Provide customer service to library patrons of all ages by working regular hours at a public service desk.
6. Resolve patron issues and questions, as needed, including issues that have escalated.
7. Attend weekly leadership team meetings and participate in associated duties.
8. Assist in the development and revision of processes, procedures, and policies library wide.
9. Review, develop, implement service area procedures, workflows, and associated Circulation Handbook.
10. Coach library staff on circulation policy and procedure; act as circulation resource for all library staff by providing information and interpreting policies.
11. Participate in or lead committees and task forces.
12. In collaboration with the supervisor, organize and direct the work activities of assigned team, and determine work priorities, assignments, and work schedules.
13. Provide input on decisions regarding the hiring and discipline of personnel.
14. Establish and maintain positive working relationship with the supervisor and employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
15. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. Currently classified as a Library Technician or Senior Library Technician with successful completion of three (3) years in that classification; or
 - B. A minimum of five (5) years of full-time verifiable education and/or experience in a related field, including one (1) year of experience leading people and/or projects.
2. Knowledge Requirements
- A. Knowledge of effective leadership practices, workflow efficiencies and training methods.
 - B. Knowledge of basic mathematics and recordkeeping.
 - C. Knowledge of library systems and practices.
 - D. Knowledge of library, bibliographic, and computer terminology.
 - E. Knowledge of personal computer operation.
 - F. Knowledge of business methods, procedures and equipment.
 - G. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
 - H. Knowledge of problem solving and conflict resolution techniques.
 - I. Knowledge of applicable safety requirements.
 - J. Knowledge of, or the ability to learn, City policies and procedures.
 - K. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
3. Skill Requirements
- A. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - B. Skill in managing one's own time.
 - C. Skill in completing assignments accurately and with attention to detail.
4. Ability Requirements
- A. Ability to establish and maintain effective working relationships with co-workers, other City employees, vendors, and the general public, including people of all ages, people with disabilities, and people from a variety of social, economic and ethnic backgrounds.
 - B. Ability to work as a member of a team.
 - C. Ability to train, lead, schedule, prioritize, and review the work of assigned staff.
 - D. Ability to work with library supervisor to review and resolve personnel issues in assigned work area.
 - E. Ability to formulate, execute and evaluate plans.
 - F. Ability to communicate effectively both orally and in writing.
 - G. Ability to read, understand and effectively communicate policies and issues.
 - H. Ability to handle information requests quickly, efficiently and effectively.
 - I. Ability to learn and apply technological skills and to operate, maintain, and troubleshoot equipment related to library operations.
 - J. Ability to work independently, exercise good judgment and accept responsibility for one's own decisions and actions.
 - K. Ability to adapt to change.
 - L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
 - M. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices and developing trusting work relationships.
 - N. Ability to maintain confidential information.
 - O. Ability to use good judgment in decision-making.
 - P. Exhibit leadership qualities of dependability and accountability.
 - Q. Ability to communicate and interact effectively with members of the public.
 - R. Ability to analyze, organize and prioritize work while meeting multiple deadlines.

- S. Ability to handle difficult and stressful situations with professional composure.
- T. Ability to maintain effective interpersonal relationships.
- U. Ability to problem-solve a variety of situations.
- V. Ability to work successfully as a member of a team and independently with moderate supervision.
- W. Ability to follow and issue oral and written instructions.
- X. Ability to work evening and weekend hours.
- Y. Ability to attend work as scheduled and/or required.

Physical Demands:

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment:

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Basic	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution: