Library Associate II: Circulation Coordinator

Position Description: The Circulation Coordinator works to accomplish the primary objective of serving library patrons by ensuring smooth operation of the various components of circulation services. The Circulation Coordinator is responsible for supervising all aspects of the Library's circulation services, including holds, library shelves, mending, lost and found, and disk cleaning. This includes the day-to-day operation of circulation functions, the library shelves, and the online circulation system. The Circulation Coordinator is responsible for supervision of Circulation Associates and/or volunteers, and library shelvers.

Responsibilities and Expectations:

Circulation Coordination

- Supervises and coordinates library circulation functions; ensures the delivery of high quality library services to patrons and the timely and efficient flow of library materials.
- Develops and implements circulation plans, policies, and procedures
- Works closely with Library Director to guide circulation/lending policies and procedures; reviews and evaluates departmental policies and work methods; implements changes necessary to improve customer service and operational efficiency
- Works closely with Technology Specialist to run weekly reports for Billed items, Lost and Paid, Missing, Trace, and other reports as needed
- Assists in the hiring process, supervises, and monitors the performance of Circulation Associates and/or volunteers; assigns work activities and projects to Circulation Associates and/or volunteers; monitors Circulation Services workflow; coordinates and prepares desk schedules; ensures circulation staff/volunteers' compliance with Library policies and procedures
- Coordinates and provides training to Circulation Associates and/or volunteers regarding circulation policies, procedures, and work methods
- Develops and promotes a teamwork environment
- Manages Lost and Found
- Develops a system for managing patron holds; supervises the holds list and provides quality control for problems with items on hold
- Follows up with delinquent accounts
- Supervises the mending shelf
- Supervises the search process for billed, missing, and claims returned items
- Supervises the shelving process and library shelvers
- Maintains library card registration forms and laptop permission slips
- Monitors mismatched multi-media items and CD/DVD cleaning machine
- Provides customer service, assistance, and instruction to library patrons
- Responds to and resolves complex/sensitive patron inquires, concerns, and complaints
- Interprets and explains library rules, policies, and procedures to patrons and the public
- Performs a variety of circulation duties including checking library materials in/out, reserving materials, and processing requests for library items

- Processes library card applications, issues new and/or replacement library cards to patrons; inputs and updates patron account information in library computer system
- Shelves and processes library materials as required
- Monitors and maintains circulation supply inventories
- Performs other duties as assigned or required

Circulation and Reference

- Maintains thorough knowledge of circulation system
- Maintains thorough knowledge of online and print resources
- Staffs circulation desk 15 to 20 hours per week
- Directs Circulation Associates and/or volunteers regarding circulation policies, procedures, and work methods
- Performs circulation duties including registering patrons for new cards, renewing materials, and negotiating fines
- Staffs reference desk as assigned
- Provides reference and reader's advisory service to adult and juvenile users in person and over the telephone, using materials in a variety of formats
- Reserves library materials for patrons using in library and interlibrary loan procedures
- Trains patrons in use of automated catalog system and other library equipment available for public use

Customer Service

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner

Collection Development and Maintenance

- Recommends titles for purchase to the Director and Assistant Director
- Assists in the selection of materials as assigned
- Assists in evaluating and weeding collection as assigned

Library Operations

- Is aware of safety hazards and emergency procedures
- Is aware of library policies
- Identifies problems and reports appropriately to Director
- Operates all office equipment and performs necessary office procedures utilizing copier, fax machine, answering machine, phones, and others as appropriate
- Follows all opening and closing procedures
- Performs variety of duties supporting the overall operation of the library as assigned

Professionalism

- Maintains working knowledge of materials collections, services, and programs
- Attends workshops, trainings, and conferences as appropriate

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- Participates in staff development activities
- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

Teamwork

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done

Recommended Minimum Qualifications:

- Bachelor's Degree
- Successful experience in library public service and with Integrated Library Systems or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities
- Two years supervisory experience
- Strong oral and written communication skills
- Ability to work with the public in a pleasant manner and effectively resolve service issues using independent judgment
- Knowledge of computers; skill and ability to operate a personal computer and a variety of office equipment; experience with computer applications in libraries preferred

Salary: $30,550.59

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