JOB DESCRIPTION

Position Title: Circulation Coordinator

Classification: F

Supervisor Title: Circulation Department Manager

FLSA Status: Non-Exempt

# Requirements for All Employees

1. Ability to openly and respectfully engage with staff, patrons, supervisor and others.
2. Ability to work accurately in a changing and varied environment, and with frequent interruptions.
3. Ability to maintain patron privacy and confidentiality of patron records.
4. Ability to communicate clearly.
5. Ability to use various technologies to complete work.
6. Ability to follow library policies and procedures.
7. Ability to understand, practice and demonstrate the library’s Service Standards and Equity, Diversity, and Inclusion values.

# POSITION SUMMARY

Under the supervision of Circulation Manager, this position facilitates superior library service to patrons by assisting in training Circulation staff, overseeing Circulation tasks, and handling the daily workflow of those tasks. This employee navigates patron issues received from frontline staff and escalates them as appropriate.

Specific responsibilities/functions will be assigned by the Circulation Manager on the basis of experience, skills, and specific needs of the department.

# REQUIREMENTS FOR THIS POSITION

1. Knowledge, skill, and development in the following areas which are often gained through a post-secondary degree (e.g.  Bachelor’s Degree) or experience:

* **Communication Skills** include accurately comprehending, assessing, and conveying written and verbal information to individuals and groups in a variety of settings.
* **Computer Skills** include using word processing and spreadsheet applications including MS Office Suite and Google Workspace, effectively using email and Google calendar, performing internet searching, using cloud-based communication tools such as Google Chat and Zoom, and maintaining and organizing digital files.
* **Critical Thinking & Problem Solving** includes analyzing and evaluating information in order to assess an issue, make a decision, and take action.
* **Time Management** includes prioritizing tasks, meeting deadlines, and managing time independently.
* **Research Skills** include understanding the information needed, performing internet searches, evaluating the results and sources, and synthesizing the data to present findings and recommend an action.

1. Working knowledge of alphabetical and numerical systems and the ability to apply those systems to library materials.
2. Working knowledge of integrated library systems as well as other library applications.
3. Working knowledge of general library philosophy, including the Library Bill of Rights and the ability to transform that knowledge into daily practice in the fulfillment of responsibilities.
4. Experience working in a public facing customer-service environment.

# ESSENTIAL FUNCTIONS

1. Monitors and maintains assigned Circulation services including ensuring that all tasks are performed in the appropriate time frame, updating procedures, handling any issues that arise, and managing the overall workflow.
2. In the absence of the Assistant Manager or Department Manager, serves as Circulation person in charge and handles issues that arise and other duties as necessary.
3. Works as a member of the Coordinator, Assistant Manager, and Manager (CAMM) team to help to execute specific strategic goals and create and update policies and procedures for the Circulation Department.
4. Serves as Person in Charge by interpreting and implementing library policy and working closely with the security monitor to resolve issues.
5. Provides training for new and existing staff on Circulation processes and procedures.
6. Provides customer service to patrons including registering patrons for library cards, checking out and renewing materials, redirecting to other departments, and assisting with simple material searches.
7. Participates in relevant training, continuing education and/or staff development.
8. Performs other duties as assigned.

# WORK ENVIRONMENT

Work is normally performed in a typical interior/office work environment. This role routinely uses standard office equipment such as computers, phones, photocopiers and the automated materials handler. Noise level may vary from quiet to loud. Some remote work may be available. The employee is required to work evening and weekend hours.

# PHYSICAL REQUIRMENTS

1. Constantly communicates with other staff and patrons.
2. Constantly discerns items near and far.
3. Frequently operates a computer and other office machinery, such as printers, copiers, automated materials handler, and other equipment with touch screens and push button keys.
4. Frequently moves about the department to retrieve, place materials, or assist patrons.
5. Occasionally positions self to retrieve and place materials located near the floor and up to 6’ high.
6. Occasionally moves, transports, and positions materials up to 50 lbs.
7. Occasionally marks, positions, and attaches labels to materials.