

## **CIRCULATION SPECIALIST**

### **MAJOR FUNCTION**

This position involves clerical, as well as manual, tasks in order to provide customers with library materials and information in the performance of responsible library work.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Possesses a working knowledge of all aspects of the library's automated system that pertain to this position.
- Independently and thoroughly trains new workers to use the system. Resolves system use problems for less experienced workers without having to consult others. Accurately updates and adds records to system as required.
- This position maintains access to the Library's materials collections by implementing circulation control procedures and by preserving the physical appearance and order of collections through shelving and shelf-reading.
- Shelves returned materials.
- Maintains shelf order in assigned sections by shelf-reading assigned sections regularly.
- Sorts returned items and arranges on shelves and carts for later re-shelving.
- Retrieves materials from stacks.
- Registers new library borrowers and issues borrower cards; updates borrower records when appropriate. Charges and renews items loaned against borrowers records. Receives and discharges items returned; collects or logs fines/fees when appropriate; makes change and issues receipts. Addresses borrower account concerns.
- Inspects items for damage; follows through with lost and damaged materials' procedures when appropriate. Routes items received by the library through interlibrary loan or reciprocal borrowing programs.
- Routes items reserve requests into circulation control system. Monitors reserve list. Takes action and/or provides follow through to resolve issues.
- Types various correspondence. Searches for reserve, rotation, missing, claims returned, lost, long-overdue, and other materials as needed. Makes photocopies.
- Prepares notices of overdue items and reserve items. Separates, sorts, and adds postage to overdue and reserve notices.

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- Prepares borrower cards and voter registrations for mailing.
- Answers multi-line telephone and routes the call to the appropriate location.
- Physically empties curbside book return on a regular basis.
- Supervises routine at desk to accomplish efficient and accurate charging and discharging of all types of materials.
- Monitors work of Circulation staff to ensure tasks are properly accomplished. Assists in the direction of the work of Circulation staff and directs all work activities in the absence of the Manager.
- Maintains up to date records of use as prescribed; files and keeps statistics in good order, readily available as needed; keeps supervisor informed about collection use and any problems encountered in collecting statistics.
- Performs opening and closing duties, including lock-up procedures and floor duty. Sets up and closes out cash register.
- Maintains and promotes the characteristics of excellent customer service in assigned area of responsibility.
- Carries out policies, procedures, and established practices of the County's library system.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

### **SECONDARY FUNCTIONS**

- Delivers interoffice mail.
- Assists patrons with donated materials.
- Performs other duties as required.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, or by phone contact.

### **SUPERVISION**

Officially designated as a lead worker over one or more employees, volunteers, and community service

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workers. Provides continual work guidance, review of work product, and resolution of work problems. May provide some input regarding job performance and selection of new staff members.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience**

Associate's degree, two years in library operations that provides broad exposure and practical experience in customer service, library operations, use of personal computers and general administrative support; six months of which shall be in a lead worker or supervisory capacity; or an equivalent combination of education and experience.

### **JOB SKILLS**

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

#### **Language Skills**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one and before groups of customers or employees of organization.

#### **Mathematical Skills**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

#### **Problem Solving Abilities**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records and procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or materials.
- Study manual work process to determine most effective methods for essential tasks.

#### **Specialized Skills and Abilities**

- Demonstrates positive support/service attitude to meet, communicate with, resolve concerns of, and serve the public effectively.

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- Ability to alphabetize, to put numbers in order, and to read and comprehend both written and oral instructions and to respond appropriately is required.
- Knowledge of and ability to apply alphabetical, numerical, and library filing systems.
- Pleasant and courteous telephone response.
- Proficiency in the use of current personal computer technologies, e.g., data entry, word processors, spreadsheet applications.
- Ability to learn and utilize specialized computer hardware and software.
- Ability to work with a minimum of supervision, set priorities, and meet multiple deadlines.
- Ability to learn and apply new methods, procedures, operations, and policies.
- Ability to pay close attention to detail.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, bar code reader, calculator, telephone, telephone switchboard, fax machine, copy machine, cash register, postage meter, and other general office equipment in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to lift up to 50 pounds and to pull/push 100 pounds or more. The employee is frequently required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, and talk or hear. The employee is occasionally required to sit, climb or balance, and stoop, kneel, crouch, or crawl. The noise level for this job is moderate. Special vision requirements are close, distance, color, and peripheral vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will regularly be exposed to fumes or airborne particles, and outdoor weather conditions. Work environment is customer service oriented and, as such, involves considerable interaction and exposure to the general public, with potential for exposure to communicable disease or inappropriate behavior.

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