GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for overseeing the department’s borrower services to include oversight and development of circulation policies and procedures, researching, implementing and coordinating new and existing user services, and training staff in the use of the Integrated Library System. Reports to a Supervising Librarian.

ESSENTIAL JOB FUNCTIONS

Creates and revises circulation services policies and procedures; researches, studies and recommends services to improve circulation practices and provides clarification to Library staff, public patrons and other personnel as needed. Evaluates effectiveness of circulation programs and services; reports findings and makes recommendations to management. Exercises project management skills to implement recommendations to improve user access. Investigates difficult or sensitive patron circulation complaints and recommends corrective actions as needed.

Develops and facilitates training curriculum for library public service staff related to the automated circulation system; facilitates the exchange of information across all library staff; collaborates with Information Technology representatives to test, evaluate, implement, and troubleshoot software and hardware related to borrower services; responsible for the oversight of associated automated system upgrades.

Performs administrative support work such as word processing, creating spreadsheets, correspondence, data entry or retrieval, recordkeeping, and functions that may require interpretation, judgement and determining appropriate processes to be used. Interacts with the public and others outside the work unit to obtain and provide information and assist in a variety of circumstances.

Chairs the Circulation Supervisor’s Team; conducts monthly meetings and serves as a liaison for the Director; participates on Library committees and task forces.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.
REQUIRED KNOWLEDGES

- **Library Administration** – Considerable knowledge of the principles, methods and practices of library science. Knowledge of library related database systems and networks to include automated circulation systems, on-line bibliographic retrieval services and cataloging services. Knowledge of office systems, practices, procedures and administration.
- **Office Administration** – Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- **Customer Service** - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of patron satisfaction.

REQUIRED SKILLS

- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with library patrons, employees and all levels of management. Tactfully and effectively handles requests, suggestions and complaints from patrons and other departments.
- **Critical Thinking** – Uses logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.

REQUIRED ABILITIES

- **Communication** – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of patron issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- **Project Management** – Knowledge of planning, organizing, and managing resources to bring about successful completion of specific project goals and objectives.
- **Accounting and Budgeting** - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Liberal Arts, Sciences or a related field with 3-5 years of experience in a library environment or an equivalent combination of education and experience. In addition, this position requires 1-2 years of lead worker experience.

ADDITIONAL REQUIREMENTS

This position requires an acceptable general background check, to include a local and state criminal history check, an acceptable sex offender registry check and a valid driver’s license with an acceptable driving record.
PHYSICAL AND DEXTERITY REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work
- Some lifting, carrying, pushing and/or pulling of objects and materials of heavy weight (20-40 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL HAZARDS

Essential functions are regularly performed without exposure to adverse environmental conditions.