

## City of Oregon City

## Position Description

Position: Circulation Coordinator	Representation: AFSCME Union
Department/Site: Library	FLSA: Non-Exempt
Evaluated by: Library Operations Manager	Salary Grade: 29

### Classification Summary

Under the general direction of the Library Operations Manager, this position acts as a lead worker for the Library's Circulation division and is responsible for day-to-day coordination of division activities and work, oversight and coordination of projects and initiatives, and ongoing monitoring and reporting of division performance.

### Distinguishing Characteristics

The Circulation Coordinator classification differs from the classifications in the Library Assistant series, in that the Circulation Coordinator: is responsible for the day-to-day coordination of division activities, including all circulation activities and processes (including check-in, check-out, holds, and coordination of shelving); uses the ILS (Integrated Library System) more extensively; and is responsible for collecting, preparing, and reporting division statistics and performance measures.

Within the parameters of established City and library policies, professional standards, budgetary guidelines, and strategic priorities, the Circulation Coordinator exercises considerable independent judgment and performs duties with limited supervision. By contrast, the work of circulation division positions within the Library Assistant series are coordinated and guided by the Circulation Coordinator.

The Circulation Coordinator differs from classifications in the Librarian series, in that the Circulation Coordinator does not have responsibility for collection development, development and implementation of library programs, regular budgetary monitoring, and coordination or development of public relations or promotional activities.

The Circulation Coordinator is designated as a lead worker within the Library's Circulation division, and is responsible for:

- Day-to-day coordination of division activities.
- Distribution and review of division staff work.
- Informal problem-solving, performance monitoring, and coaching.
- Notification of manager/director regarding issues or concerns which may result in disciplinary action.

### Typical Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

- Serve as lead worker for a team of Library staff members. See “Distinguishing Characteristics” section above for description of lead worker responsibilities.
- Responsible for day-to-day coordination of Circulation division activities throughout Library and at Circulation service desks/points (including Check-In Room and Check-Out Desk). Services provided by the Circulation division include but are not limited to check in/out of materials, shelving and pulling holds, performing patron account management assistance, answering phone calls, emptying book drop, snags processing, and issuing new Library cards.
- Provide guidance and coaching to staff as they investigate and resolve concerns about patron accounts. Investigate and resolve more complicated or complex patron concerns, account issues, issues regarding snags and damaged items, and system problems reported by staff, patrons, and Library management; bill patrons for damaged items.
- As needed, take shifts or provide backup at Circulation service desks/points.
- Process completed picklists and manage the holds inventory.
- Ensure that the automated materials handling (AMH) system is regularly cleaned and maintained.
- Monitor circulation performance measures and reports, such as clean hold shelf report, picklist completion reports, and shelving cart status.
- Prepare and maintain statistical and other reports; create customized reports for a variety of operational and analytical purposes.
- Develop and provide onboarding training for new hires within area; ensure training material is up to date.
- Work closely with County ILS Administrator and County Materials Handling Coordinator to analyze and solve ILS and AMH problems; work closely with County Materials Handling Coordinator to manage daily pickups, deliveries, and processing of Courier deliveries.
- Review and evaluate division procedures and implement procedural changes as necessary to improve efficiency and/or patron service; evaluate library policies and recommend changes/updates to library management; serve as an authority for communicating library circulation policies and decisions to the public and across the organization.
- Coordinate the Library’s materials-related outreach programs and services including Books by Mail/Homebound, and Remote Book Locker services.
- Serve on various committees; develop and maintain professional relationships with other libraries, agencies, and organizations; attend professional conferences and meetings; remain knowledgeable of local demographics and regional/national library service trends.
- May serve as person-in-charge as assigned or in absence of supervisor; respond to situations such as escalated patron inquiries, facility issues, incident reports, patron conflicts and exclusions, and staffing issues within guidelines and level of authority; contact appropriate City personnel and/or Library management according to procedures.
- Contribute to a positive, supportive, inclusive work environment.
- Perform other duties as assigned that support the overall objective of the position.

## **Minimum Qualifications**

### **Knowledge**

- Principles and methods of leadership.
- Principles, methods, materials, and practices utilized in public libraries.
- Cataloging and library classification systems.
- Understanding of computer operations in libraries, personal computer usage, word processing and other office software, databases, integrated library systems, and online library catalogs.
- Usage of the internet, including various online systems.
- Principles of business writing and report preparation.
- English usage, spelling, grammar, punctuation.
- Principles and processes for providing quality customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

### **Skills and Abilities**

- Ability to coordinate the activities and facilitate communication and collaboration of a work team.
- Skill with general office equipment, including but not limited to computer, printer, telephone, and copy machine.
- Skill with computer software and hardware including but not limited to web browsers, email clients, library-specific software and websites, office software (word-processing, spreadsheet, presentations), basic computer peripherals (including document printers, receipt printers, and barcode scanners).
- Ability to welcome and embrace the diversity of people who come to the library, whether staff or patrons.
- Ability to address difficult or contentious issues in a professional, constructive manner.
- Ability to use sound judgment to solve problems and make good decisions.
- Ability to communicate effectively, both orally and in writing.
- Ability to develop constructive and cooperative working relationships with others and maintain them over time.
- Ability to interpret and apply City/department policies and procedures in making work decisions and/or in providing information to others.
- Ability to develop and execute plans to prioritize, organize, and complete work and achieve goals.

### **Education, Training, and Experience**

A typical way of obtaining the education, training, and experience required for the position includes: post high school/GED education, two years of progressive experience in library circulation operations, and one year of experience in a leadership, team lead, or supervisory position(s). Other equivalent levels of education, work experience, or relevant knowledge or acumen which would be sufficient to successfully perform the position's duties and coordinate the Circulation operations of the Library may also be considered.

### **Other Requirements**

- Work schedules typically include evening and weekend hours. Position may require occasional meetings or activities outside normal working hours.

- May require a valid driver's license.

**Working conditions/Physical and Mental Demands**

Frequent sitting; continuous talking and hearing both in person and over the phone; frequent keyboarding and repetitive motions of the hands/wrists; frequent walking and reaching; frequent bending, stooping, crouching, and/or kneeling; ability to lift 35 pounds, lift and carry 20 pounds, overhead reach 5 pounds, and push/pull 20 pounds. Duties may also involve exposure to dust and odor/fumes, including strong perfumes.

The position has regular, frequent contact and interaction with members of the public. Work routinely requires extended shifts (up to 4 hours) of sitting at a public service desk, answering questions of varying scope and complexity (in person, via phone, or via email) and providing assistance and support. Position may need to explain Library and/or City policy, and address violations of Library behavior policy. Requires the ability to deal courteously with library patrons of diverse backgrounds.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.