

Circulation Coordinator

JOB TITLE: Circulation Coordinator

FLSA STATUS: Non-exempt

GRADE: 36

DEPARTMENT: Technical Services

APPROVED DATE: 02/2014

REVISED DATE: 07/2016, 02/2022, 2/2024

Job Summary

The Circulation Coordinator provides library support services to contribute to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Respond to customer and staff questions verbally and in writing regarding the integrated library computer system and Library circulation policies and procedures. Handle complex customer questions, complaints, and issues accurately, diplomatically, and definitively based on experience and knowledge of library computer system and related Library policies and guidelines.
2. Perform work in the area of Circulation Services, including circulation, processing, receiving and delivery sorting. Other tasks include using the integrated library computer system to check out

and return library materials; register customers for library cards; update customer information; reserve and fill requests for programming resources, book discussion kits, and equipment.

3. Sort library materials in the delivery room and perform materials processing tasks, such as preparing materials for circulation and customer use by applying labels and jackets; perform mending and repairs to library materials.
4. Review damaged materials to determine if fine will be charged to customer based on interpretation of Library guidelines and policies; assign fees using the integrated library computer system. Respond to staff and customer questions regarding damaged materials. Contact customer and document overdue equipment, as needed.
5. Compile data and reports based on the library computer system and customer registration files. Alert manager to changes, trends, and discrepancies shown through analysis of the data.
6. Act as lead worker for Circulation Services staff by providing task direction and basic work training in the absence of the Circulation Manager.

Additional Duties and Responsibilities

1. Assist with Volunteer Coordination as directed.
2. Prepare correspondences and reports.
3. Train new staff as needed.
4. Attend meetings, trainings, and workshops as assigned.
5. Assist with special projects as required.
6. Perform other duties as assigned.

Supervision

The incumbent reports to the Circulation Manager. In the absence of the manager, the incumbent will act as a lead worker in the department by providing task direction and basic work training to Circulation Services staff.

Knowledge, Skills, and Abilities

1. Thorough knowledge of circulation policies, procedures and trends.
2. Thorough knowledge of library resources, programs and services in a public library.
3. Knowledge of library policies and procedures.
4. Strong customer service skills.

5. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
6. Ability to communicate with diverse audiences.
7. Strong communication skills both verbal and written.
8. Strong organization and attention to detail.
9. Ability to work independently and to set priorities.
10. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
11. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. High School diploma or G.E.D. required. Associate's degree preferred.
2. Six months to one year of related experience required or equivalent combination of technical training and related experience that demonstrates the ability to successfully perform the duties of the position.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. An incumbent must operate cutting, binding and gluing machines with sufficient manual dexterity and visual acuity to assure safe operation to the incumbent and to co-workers.

An incumbent must move objects or materials weighing up to 50 pounds, including transfer of books and other materials to shelves of varying heights. Incumbents may be required to move carts of books and other materials and frequently stand for extended periods of time.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.