

Spokane County Library District

CLASSIFICATION: N07

POSITION TITLE:

Circulation Services Assistant

GENERAL PURPOSE:

Provide administrative and technical assistance for circulation services in an administrative region. Assigns tasks and monitors workflow in the absence of the Circulation Supervisor. Provides direct circulation services to customers in person, over the phone or via email.

POSITION SUMMARY:

Under the direction of the Circulation Supervisor, schedules circulation staff throughout the region and adjusts the daily schedule as needed to cover unexpected absences. Responds to questions from community libraries related to day-to-day circulation activities. Assigns daily tasks to circulation staff and oversees workflow in the resource library. Prepares and updates online circulation training documentation for the District and coordinates training of circulation staff. Provides direct circulation services; serves as role model for all circulation staff; ensures customer confidentiality is maintained. May provide support for Branch Services Assistant with serials entry on the library automation system and by ordering supplies.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assists the Circulation Supervisor in the supervision of circulation services at a resource library; assigns daily tasks and monitors workflow; provides feedback to the Circulation Supervisor on job performance of circulation staff.

Oversees circulation activities in the absence of the Circulation Supervisor.

Schedules all circulation staff in an administrative region and adjusts daily schedules as needed to cover unexpected absences.

Assists in training circulation staff and responds to questions related to day-to-day circulation activities in both the resource and community libraries. Maintains online training manual.

Provides direct service to customers in person, over the telephone or by email, including materials check in/out, issuing/renewing library cards, and collection of fines and fees; assists customers with circulation issues; maintains confidentiality of customer information.

Responds to customer inquiries regarding library services and operations; refers inquiries to other departments or staff as appropriate.

Addresses customer comments and complaints; enforces Rules of Customer Conduct and responds to emergencies in situations that may be stressful or unpleasant.

Assesses damage charges for library materials; arranges payment plans and tracks accounts for collection agency referrals.

Under the direction of the Circulation Supervisor

Maintains files of customers referred to the collection agency and corresponds with the collection agency as needed.

Maintains a spreadsheet with data on daily notices sent to customers via the collection agency's notice mailing service.

Collaborates with Circulation Supervisor and IT to prepare reports and maintain files for the District's monthly purge.

Oversees maintenance of customer records for lost paid materials and coordinates with the Business Office to ensure customer refunds for returned lost materials are processed.

Coordinates with vendors of library equipment to maintain peak performance and deal with upgrades and training issues.

Posts District daily credit card transactions and coordinates with the Business Office and IT to resolve any discrepancies.

Consults with the Circulation Supervisor to resolve customer or circulation-related issues; may recommend policies and/or procedures to improve circulation services.

Performs clerical tasks to support record-keeping requirements related to customer accounts; may provide support for Branch Services Assistant with serials entry on the library automated system; may assist with supply ordering in the resource library.

Schedules staff for outreach visits coordinating with Information Services.

Participates in visits to adult facilities or daycares as needed, including preparing materials and checking out to customers on the visit.

Performs daily cash reconciliation; processes weekly and monthly deposits.

Attends work on a regular and dependable basis.

Performs repetitive motion using arms and wrists, stooping, bending, stretching and lifting up to 40 pounds of library materials and standing for long periods of time.

Hear, see, speak and listen to individuals to successfully interact with staff and customers.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of:

- Personal computers and associated software.
- General business office terminology, procedures and practices.
- Proper cash-handling procedures.

Ability to:

- Train other staff.
- Consistently demonstrate quality customer service behavior(s); maintain confidentiality of customer information.
- Communicate effectively with staff and customers both verbally and in writing.

- Work effectively with co-workers and customers in a cooperative and respectful manner.
- Use computer systems, monitor, keyboard and mouse and various software programs to access appropriate information, such as customer accounts, timesheets, email, Intranet news and documents.
- Establish and maintain effective working relationships.
- Read materials in print and electronic format.
- Use problem solving-skills, initiative and sound judgment.
- Manage detail, recognize and set priorities.
- Work quickly and accurately; follow directions and meet deadlines.
- Lift office supplies, books and other materials weighing up to 40 pounds.
- Transport self to other locations to perform work and/or attend work-related meetings, workshops or conferences.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; AA Degree preferred. Four years direct customer service experience, including three years recent library experience in circulation services: public library experience preferred. AA Degree in related field may substitute for one year of experience; working knowledge of personal computers and experience using word processing, spreadsheet and database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training or experience to ensure satisfactory performance of essential job functions.

Must be able to successfully pass a background check.

Valid driver's license and normal risk insurability preferred.

Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

General office equipment including, but not limited to, personal computer, mouse, keyboard, computer screen with associated office software; library information systems and the Internet.

Uses common off-the-shelf products to clean and process library materials and surfaces.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in library environment while standing or sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse, and keyboard. Duties require manual dexterity, clear speech, and visual and hearing acuity to successfully interact with customers and co-workers. May occasionally push/pull items, and/or lift/carry items up to 40 pounds; reach with hands and arms, stoop, bend or kneel as needed. Vision requirements include close vision and ability to adjust focus. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate. May be exposed to dust,

fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work, and/or attend work-related meetings, workshops or conferences is required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Non-Exempt

Salary Range: N07

Revised: 02/12/09; 06/02/09; 9/14/11