

Community Library Network[®]

KOOTENAI & SHOSHONE COUNTIES

Job Description

LIBRARY CIRCULATION SPECIALIST

FLSA Designation: non-exempt
Board Approval Date: 12-12-2011

General Statement of Duties

Performs fundamental and specialized circulation and patron service activities and performs related work as required.

Position Summary

The Library Circulation Specialist position provides specialized patron services, with emphasis on all activities related to circulation of library materials, assistance and training for online information access and promoting a welcoming environment for all patrons using Community Library Network facilities. Library Circulation Specialists are supervised directly by the Circulation Supervisor or the Library Manager. Strong customer service skills and good judgment are necessary for this position. The principal duties of the position are performed in a general office/library environment.

Examples of Work

- Greets patrons warmly and provides assistance as needed in a patron focused environment in person or on the phone
- Performs all work duties and activities in accordance with District policies, procedures and safety practices
- Checks out/checks in and places holds on library materials
- Provides reference and informational assistance using both electronic and print sources, in person and on the phone
- Assists patrons in using computer resources
- Assists patrons in finding materials appropriate to their reading level and/or interests
- Responsible for processing fines and handling money
- Issues new and replacement patron library cards
- Assists in basic computer maintenance
- May assist in program development and promotion
- May assist in ordering materials
- May develop and present reading, literacy and library use programs for children and young adults
- May assist in the development and presentation of library use, computer instruction, informational and educational programs for adults

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- May process library materials
- May process inter-library loans and patron special requests
- May print reports and distribute as assigned
- May recommend purchases and acquisitions
- May perform minor repairs on materials
- May maintain library décor and displays
- May assist in training new employees
- May be required to perform a variety of janitorial tasks to keep a clean & neat facility including snow shoveling and sweeping sidewalks
- May be responsible for building in absence of supervisor or manager.

Other Duties and Responsibilities

- Performs other related duties as required.

Knowledge, Skills and Abilities

Knowledge of:

- Fundamental library principles, objectives, methods, materials and practices
- Customer service principles, practices and objectives
- English grammar, spelling and punctuation
- Basic office functions including, but not limited to, keyboarding, filing and cash handling
- Books and authors
- Microsoft Office Suite is desirable.

Ability to:

- Follow oral and written instructions
- Interpret policies and procedures for application in performance of duties and to the public when necessary
- Learn and operate the library's automated systems including mastery of searching the OPAC and other online library databases
- Apply the library's cash handling procedures
- Establish and maintain effective working relationships with patrons, other District employees and the public
- Perform a wide variety of duties and responsibilities with accuracy and speed
- Perform time management, scheduling and prioritization functions

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- Perform multiple tasks simultaneously, including handling interruptions and return to and complete tasks in a timely manner
- Demonstrate integrity, ingenuity and inventiveness in the performance of assigned tasks
- Operate standard office equipment including a personal computer using program applications appropriate to assigned duties
- Communicate effectively both orally and in writing.

Acceptable Experience and Training

- High school diploma or GED equivalency and
- One (1) year of general library experience or
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Special Qualifications

- Valid driver's license may be required

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions, communicate effectively on the telephone and in person and to hear sounds within the normal range of conversation
- Sufficient visual acuity, with or without reasonable accommodation, which permits the employee to comprehend written work instructions and review, evaluate and prepare a variety of written documents and text materials
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate standard office equipment, specialized library equipment and a personal computer
- Sufficient personal mobility, flexibility and balance, with or without reasonable accommodation, which permits the employee to lift up to 35 pounds and maneuver heavy book carts and to work in an office and library environment
- Must be willing to work some nights and weekends. Hours may be adjusted to cover vacations, illnesses and emergencies