

# **CIRCULATION COORDINATOR**

## **Tompkins County**

**Department:** Library-Tompkins County Public

**Classification:** Competitive

**Labor Grade:** 11

**Approved:** 0

**MINIMUM QUALIFICATIONS:** EITHER:

- (a) Graduation from a regionally accredited or New York State registered two year college or university with an associates degree and one year of library clerical experience; OR
- (b) Graduation from high school or possession of a high school equivalency diploma and three years of library clerical experience; OR
- (c) An equivalent combination of training and experience as defined by limits of (a) and (b) above.

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for independently performing specialized clerical work in the circulation, reference, cataloging or administrative departments of a library. Under the general direction of a professional librarian, the Circulation Coordinator is responsible for the orderly and efficient circulation of all library materials, both at the central library and at the Reading Centers. The incumbent performs clerical work requiring a high degree of skill, experience and independent judgement. An advanced knowledge of library clerical operations is required. The work is performed under the general supervision of a professional Librarian with wide leeway allowed for the exercise of independent judgement when planning and carrying out the details of the work. Supervision is exercised over subordinate Senior Library Clerks, Library Clerks, Pages, student assistants and volunteers as necessary. The incumbent will perform all related duties as required.

**TYPICAL WORK ACTIVITIES:**

- Manages the workflow of library materials, including check out, returns, check-in, sorting and re-shelving;
- Ensures that existing library policies and procedures are understood and implemented by staff; Proposes policy changes that will improve library services in the circulation department;
- Prepares monthly statistical reports of circulation activity and prepares special reports as needed;
- Participates in department head meetings and ensures effective communication with other departments;
- Works closely with the Finger Lakes Library System's Computer Services Department as it relates to the effective functioning of the computer system;
- Ensures the proper operation and maintenance of equipment such as circulation computers, receipt printers, self-check workstations, public copiers, vendacard dispensers, cash register and the public address system;
- Participates in the interviewing and hiring process for circulation staff;
- Trains, schedules, supervises and evaluates circulation staff;
- Delegates work to senior library clerks such as page supervision, delinquent accounts, and supply inventory;
- Ensures that customers receive prompt courteous and accurate service;
- Prepares training manuals, training workshops and other coaching methods for circulation staff

Helps to create a positive work environment by coaching and rewarding staff;

Convenes meetings of circulation staff as needed;

Assists circulation staff in resolving difficult clerical and customer service related problems;

Initiates requests for resources (personnel, equipment, furniture, etc.) to meet the demands of the department;

Keeps informed of new technology, procedures and library trends that may affect the Circulation Department;

Supervises and performs complicated clerical library functions including serial ordering and record maintenance and cataloging from Library of Congress copy;

Prepares clerical procedural manuals and clerical training programs;

Troubleshoots difficult clerical problems involving independent judgement;

Compiles statistical reports for budget, circulation, etc.;

Supervises the maintenance of serial records;

Maintains divisional/department records and files;

Handles procedural questions and directing other questions to proper person;

Totals monthly statistics from daily sheets and reports monthly to head of department;

May schedule and direct the staffing of the circulation desks;

Enters and retrieves information using a computer terminal;

Supervises subordinate clerical staff.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of office terminology, procedures and equipment as applied to library clerical work;

Thorough knowledge of business arithmetic and English;

Good knowledge of library services and practices;

Working knowledge of handling and using library materials and equipment;

Ability to understand and carry out complex oral and written instructions;

Ability to assign, supervise and review the work of others;

Ability to operate an alphanumeric keyboard such as a typewriter, work processor or personal computer at an acceptable rate of speed;

Ability to perform close, detail work involving considerable visual effort and strain;

Clerical attitude, tact and courtesy;

Physical condition commensurate with the demands of the position.

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