



Job Title: Lending Services Technician / Circulation
Reports to: Lending Services Manager
Updated: February 2024

Classification: Non-exempt from overtime and/or compensatory time provisions of the Fair Labor Standards Act (FLSA)

Summary

Performs responsible supervisory and administrative work in connection with supervising the daily operation of the Circulation Department and overseeing the circulation of all materials. Maintains and manages the Library collection. Performs all other related work as required.

Essential Functions

(The essential functions or duties listed below 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.)

- Supervises the daily operation of the Circulation Desk, including circulation of all library materials, collecting fines and fees, printing and mailing overdue notices, reserving items, covering the lending desk as needed, and training.
- Manages the flow of circulation tasks and projects to maximize customer and staff satisfaction, while minimizing financial risk (loss of materials, revenue, cash)
- Trains, coaches, and supervises circulation staff and volunteers. Verifies accuracy of work, being alerted to changes in the system that would result in changes.
- Seeks ways to improve the customer experience. Keeps up with software changes and advocates for enhancements that would be of benefit.
- Maintains familiarity with all relevant library and regional policies and procedures. Communicates changes and topical issues to circulation staff and volunteers.
- Identifies issues and collaborates with regional staff at other libraries and internal staff to address them in a timely and consistent manner.
- Develops and maintains updates on processes and procedures to benefit customers and staff and minimize financial loss.
- Assists customers in selecting materials, placing holds on items not available, and checking out and discharging items.

- Registers customers for new accounts, and verifies information presented.
- Attends meetings, webinars, and workshops about current library issues.
- Maintains regular, predictable, and reliable attendance.
- Places emphasis on safety, efficiency, quality, and productivity.
- Follows all Library policies.
- This position is based in the library building.
- Performs related work as required.

Minimum Qualifications (Training, Education, Experience)

Bachelor's degree or comparable library experience is required. One to three years of customer service (including phone service) experience is preferred. Experience in library circulation is desirable. Preference will be given to applicants with computer skills and knowledge of Sierra, LibraryAware, and CloudLibrary.

Knowledge, Ability, Skill

Knowledge: Thorough knowledge of library principles and practices of public library operations. Complete familiarity with automated library systems and related applications. Knowledge of popular reading trends.

Ability: Ability to establish and maintain good working relationships with co-workers and other libraries. Ability to communicate effectively both verbally and in writing. Ability to use automated library systems, to perform data entry, and to use word processing, spreadsheet, and database software applications. Ability to use the internet Interest in reading. Ability to work with a high level of detail. Ability to enforce library policies fairly and tactfully.

Skill: Flexibility to adapt to constantly changing technology. Strong interpersonal skills and oral communication. Excellent customer service skills, time management, and proficient computer skills. Must be flexible and possess attention to detail skills.

Supervision

Received: Works under the direction of the Lending Services Manager.

Exercised: May supervise some staff and volunteers.

Responsibility: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

Job Environment

- Work is performed under typical office and library conditions; the noise level is moderate; occasionally may be required to work outside of normal business hours.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- The employee has access to department-related confidential information, including library customer records.
- Has frequent contact with the general public, other libraries, coworkers, town organizations, vendors, and professional organizations.
- Errors could result in a reduction in the level of library service and have legal and/or financial repercussions for the library.

Physical Requirements

(The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

This position is frequently required to sit, communicate, or hear and walk; must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 25 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard and calculator at an efficient speed.

(This 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.)

Equal Opportunity/Americans with Disabilities Act Employer