



Campbell County Gillette, Wyoming

Job Classification Title: Circulation Services Specialist

FLSA Status: Non- Exempt	Job Type: 525	Pay Range/Band: 52/23
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*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job and/or department.*

DEFINITION

To circulate library materials, maintain and manage patron records and registrations, and perform financial transactions on library materials; direct incoming phone calls; maintain fiction and audiovisual collections; efficiently operate automated circulation system to accomplish departmental tasks.

SUPERVISION EXERCISED AND RECEIVED

Exercise technical and functional supervision over Library Generalists, Library Pages, and volunteers.

Receive direction from Library Manager (Circulation Services).

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Important and essential duties may include, but are not limited to, the following:

1. Circulate library materials using the charge, discharge, fine, and renewal functions of the automated circulation system; handle all possible scenarios associated with each function; communicate with staff and/or patrons to ensure accuracy of the circulation process.
2. Add, delete, and maintain patron records using the automated circulation system, with full responsibility for the completeness and accuracy of such records, including information and status of materials charged out on the patron's library account.
3. Process daily cash transactions, including payments for lost, damaged, and overdue materials; prepare paperwork.
4. Maintain a working knowledge of library audiovisual equipment in order to advise and assist patrons in use; reserve and circulate audiovisual equipment using applicable software and the automated circulation system.
5. Evaluate books, equipment, audiovisual, and other materials for damage, general condition and cleanliness after each use; perform and/or delegate repair work.
6. Utilize file transfer protocol (FTP) to download overdue and hold notices; print notices as required; utilize off-line backup software in order to charge materials when system is down.
7. Provide Interlibrary Loan (ILL) services using a variety of specialized software and the automated circulation system.
8. Maintain a database of delinquent accounts; generate reports and work closely with the credit bureau to maintain accurate patron financial records.
9. Compile circulation, patron registration, and library use statistics using automated circulation system statistical reports and spreadsheet software.
10. Guide patrons in making effective use of library facilities and materials; advise on library regulations and procedures.
11. Create attractive seasonal and/or informational displays and bulletin boards.
12. Create and distribute bibliographies and booklists to promote fiction and audiovisual collections.

13. Maintain an extensive knowledge of the fiction, genres, videocassettes, audio books, and music collections to assist patrons in their selection and to maintain collections; keep abreast of new additions to the fiction and audiovisual collections; maintain a familiarity with other library collections.
14. Receive telephone inquiries and direct to proper department; provide services as appropriate.
15. Recommend acquisition of materials for collection development and service enhancements; weed the collection as assigned; recommend and prepare items for discard.
16. Operate modern office machines and equipment including PCs, barcode and flatbed scanners, typewriter, printer, copier, cash register, calculator, and fax machine; routinely use a full range of word processing, database, and spreadsheet software applications.
17. Recommend and assist in the implementation of goals and objectives for assigned department; interpret library-wide policies, procedures, and resources.
18. Respond to patron/staff inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
19. Work evening and weekend hours as assigned.
20. Adhere to safe work practices and procedures; participate in maintaining library security.
21. Attend and participate in staff meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge; serve on committees as assigned.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Automated library circulation systems.
- Automation techniques applicable to library operations including Wyoming Libraries Database Catalog (WYLDCAT) and readers' advisory resources.
- Interlibrary Loan protocols and procedures.
- Adult fiction titles and authors.
- Audiovisual equipment uses, maintenance, and repair.
- Practices and procedures for weeding fiction and audiovisual materials.
- Record keeping and cash handling procedures.
- Wide variety of computer software programs.
- The Dewey Decimal System and Alpha-Numeric System for Classification of Recordings (ANSCR) System.
- Principles and practices used in interacting with the public.
- Current practices and procedures of modern library operations including cataloging and indexing.
- Modern office procedures, methods, and equipment.
- Principles and practices of working safely.

Skill to:

- Operate modern office equipment.
- Operate and maintain a wide variety of audiovisual equipment.

Ability to:

- Effectively use automated circulation system.
- Use reference materials.
- Search a variety of databases to locate information for patrons.
- Perform Interlibrary Loan procedures.
- Recommend adult fiction authors and titles.
- Repair and maintain audiovisual equipment.
- Adhere to procedures for weeding fiction and audiovisual materials.
- Process daily cash transactions.

- Create attractive and informative displays.
- Establish rapport and interact professionally and sensitively with library patrons of all ages and abilities.
- Prepare book lists and bibliographies.
- Plan and organize work to meet schedules and time lines.
- Convey department information to library staff, patrons, and management personnel.
- Maintain accurate statistics.
- Communicate clearly and concisely, both orally and in writing.
- Follow oral and written instructions.
- Work effectively as part of a group.
- Work evening and weekend hours as assigned.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education/Training:

- Three to four years at a public, academic, or special library.

Experience:

- Equivalent to two years of college or trade apprenticeship and/or specialized training.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:

Must be current or obtained within a specified time frame as defined upon employment.

- None

WORKING CONDITIONS:

Essential duties require the following:

Working Environment:

- Minimal exposure to undesirable working conditions; ability to work regular evening and weekend hours.

Physical Activities:

- Essential functions require maintaining physical condition necessary for moderate physical activity such as sitting, standing, walking, kneeling, crouching/stooping/squatting, climbing, twisting upper body, and lifting an average of 25 lbs.; pushing and pulling loaded book carts; lifting and carrying audiovisual equipment and library materials; standing for extended periods of time.

*These requirements are representative but not all-inclusive of the knowledge, skill, and ability required to perform this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.
Campbell County is an Equal Opportunity Employer.*

Original Effective Date: 4/2/02	
Last Revision Date:	
Approval: No signature on file.	
Signature _____	Date _____