

TITLE	Senior Associate-Circulation Services
CLASSIFICATION	Grade 310, Facilitator/Associate Tier, Regular, Non-exempt
HOURS	Full Time (40 hour/week). Evening and weekend hours required on a rotation basis and as needed. Required to adapt to future schedule changes, depending upon departmental and library-wide needs.

REQUIREMENTS

Education/Experience

BS/BA degree. Experience with circulation operations in a library setting. Supervisory experience preferred.

Knowledge/Skills

Knowledge of basic circulation operations. Ability to communicate effectively in a team-oriented environment. Comfort, familiarity and basic usage skills in new information technologies. Strong written, verbal customer service and interpersonal skills.

Working Conditions

Work performed primarily inside the library facility. Lifts, moves, shelves books and other light materials and equipment. Occasionally required to attend meetings and training sessions outside the library facility.

REPORTS TO **Manager-Circulation Services**

POSITION(S) SUPERVISED **Sr. Assistant Circulation staff on assigned shifts**

BRIEF DESCRIPTION

BASIC SUMMARY

Westlake Porter Public Library's mission is “. . . to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons.” This position assists in accomplishing the mission by ensuring that the public has access to library materials in a timely and efficient manner, following established circulation policies and procedures.

ESSENTIAL POSITION DUTIES

% Time

- 1. Circulation Program Duties** **30%**
 - Collections: Generates weekly collection reports, researches discrepancies, reconciles accounts to WPPL data, updates statistics and acts as a liaison with collection representatives to ensure the timely collection of funds due to the library. Provides appropriate data in compliance with local legal entities to further expedite the timely receipt of funds.
 - Department Schedules: Develops and maintains the weekly schedules of the public service Sr. Assistant staff, to include daily updates, station assignments and appropriate schedule communications.
 - Mail Room: Processes incoming and outgoing mail, maintains records, and postmarks outgoing mail for proper distribution. Prepares material for U.S. Cargo deliveries. Accounts for newspapers delivered to the library. Prints and distributes overdue notices.
 - Material Holds: Generates holds reports for the appropriate removal of holds from materials on the holds shelves. Redirects materials, as needed.
 - Bi-monthly Statistics: Runs circulation data, enters data, and completes the report.
 - 2. Public Service Circulation Duties** **45%**
 - Assists in the checking out of library materials following established circulation and security procedures, utilizing excellent customer service skills. Processes renewals and materials on hold. Collects fines and fees. Processes library applications. Answers telephone calls, routes and takes messages, as needed.
 - Assists in the checking in of library materials. Sorts and shelves materials, as needed.
 - 3. Supervisory Responsibilities** **25%**
 - Supervises circulation staff, to include the provision of direction, training, coaching and communications on assigned shifts. Interviews, recommends for hire, and orients new staff members.
 - Recommends policies and procedures that support superior customer service and improved department efficiencies.
 - Resolves customer complaints and accepts customer suggestions. Refers issues to Circulation Manager or Librarian-in-Charge, as needed.
 - Performs opening and closing procedures for the circulation desk area.
- Communication and Teamwork** **Ongoing**
- Serves as a positive member of the Circulation team by communicating effectively with coworkers and managers, by providing excellent customer service to the public and other departments, and by understanding and conveying the library's mission and values.
 - Keeps informed of library activities and policies by attending general staff meetings, participating in regular department meetings, and by participating in training and development opportunities when appropriate and as requested or required. Keeps informed of current trends and issues in Circulation through trade materials, associations, etc.
 - Performs miscellaneous related duties as needed by the library and assigned by the department managers.

PHYSICAL DEMANDS CHECKLIST

PHYSICAL STRENGTH FACTORS:

- Lifting Yes No
Pushing Yes No
Pulling Yes No
Carrying Yes No
Reaching Yes No
Gripping Yes No
Does job require reaching above shoulders?
 Yes No
Does job require reaching to floor level?
 Yes No

If yes, list maximum weight: ___30 lbs. ___

PHYSICAL MOBILITY FACTORS:

- Throwing Yes No
Sitting Yes No
Standing Yes No
Walking Yes No
Climbing Yes No
Stooping/Bending Yes No
Crouching Yes No
Kneeling Yes No
Crawling Yes No
Twisting Yes No
Balancing Yes No

SENSORY/PERCEPTUAL FACTORS:

HEARING:

- Conversation Yes No
Sounds Yes No

VISION:

- Far Yes No
Near Yes No
Color Yes No
Depth Yes No

PERCEPTION:

- Spatial Yes No
Form Yes No
Feeling Yes No

WORK ENVIRONMENT:

- Inside Work Yes No
Outside Work Yes No
Hot/Cold Yes No
Fumes Yes No
Traveling Yes No
Working Alone Yes No
Working in a Group Yes No
Interacting with the Public Yes No

HAZARDS:

- Machines Yes No
Electrical Yes No
Sharp Tools Yes No
Slippery floors Yes No
Congestion Yes No
Heat/Cold Yes No
Dust/Vapor Yes No

OPERATE:

- Equipment Yes No
Telephone Yes No
Computer Yes No

ACCESSIBILITY FACTORS:

- Doors Yes No
Aisles Yes No
Tables Yes No
Telephones Yes No
Staff Room Yes No
Bathrooms Public Yes No
Drinking Fountain Yes No
Parking Yes No