

Circulation Specialist II : Job Description

Reports to: Head of Access Services

Hours: 40 hours/week; includes some evenings and weekends.

Wages: Starting pay \$37,440 annually (\$18.00 per hour) (or step commensurate with experience) as part of a 10 step scale

Benefits: Vacation Time, Personal Time, Sick Time, Paid Holidays, Employee Assistance Program, Blue Cross Blue Shield (medical, dental, vision, Rx), Life/AD&D, Short and Long Term Disability, 401(k) plan, Optional 457 and Roth IRA plans offered, paid professional memberships and development opportunities

Classification: Non-exempt; Union represented

Job Responsibilities include:

Duties Specific to Circulation Specialist II:

- Be primary contact for Interlibrary Loan; including MeLCat, TLN delivery, and maintaining holds shelf
- Assist in the training of circulation and library staff
- Generate relevant reports weekly and monthly
- Perform functional database maintenance based on generated reports
- Work at the circulation desk at least ½ (half) of scheduled hours per week
- Create the daily circulation desk rotation under guidance of Department Head
- Coordinate with other departments as necessary for efficient use of library resources
- Remain calm in high traffic, fast-paced environment
- Maintain effective interpersonal relationships with library patrons and deal tactfully with the public; ability to speak and write effectively; cooperate effectively with co-workers

Duties also include those assigned to Circulation Specialist I including:

- Checking in/out of library materials
- Answering patron queries in person and via telephone, including creating and modifying library patron records, addressing patron record issues, and renewing items
- Exercise good judgment in the performance of tasks
- Assisting patrons in operating machines such as photocopiers, fax, scanners, and computers
- Aiding patrons in the retrieval of holds
- Assist in the training of new circulation and library staff
- Issuing library cards; responsible for accuracy in library patron records; maintaining strict confidentiality of operations and records as dictated by the MI Library Privacy Act.
- Provides friendly and helpful public service to Library patrons of all ages
- Duties may include cash handling and searching for missing library materials
- Help maintain a clean, safe facility, and a productive, organized work environment
- Other duties of comparable level of difficulty and responsibility as required

Desired Qualities include:

- Enthusiasm and commitment to public service excellence

- Exhibits leadership and initiative
- Strong attention to detail
- Be self-motivated and able to exercise initiative and independent judgment; possess appropriate computer skills

Preferred Skills include:

- Previous customer service experience (retail, hospitality, library)
- Experience with Google App Suite (Drive, Gmail, Docs, Calendar)
- Experience with retail computer systems, cash registers, office equipment
- Experience with CARL software and The Library Network

Education and Experience Requirements:

- High School diploma/GED plus six months of related experience and training which provides the required knowledge, skills & abilities.

Physical demands and working conditions:

The physical demands herein 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 these essential job functions.

Environment: Library environment; extensive public contact.

Mobility: Sufficient mobility to work in a library setting; operate office equipment.

Vision: Vision sufficient to read small print, computer screens, and other printed documents.

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