MARSHFIELD PUBLIC LIBRARY

JOB DESCRIPTION ESTABLISHED: March 2002

TITLE: Library Specialist III REVIEWED/REVISED: 8/11/09,

 2/26/14

SECTION: Circulation

SUMMARY:

As part of the administrative support team, and under the general supervision of the Director, the employee in this position is responsible for aspects involved in the circulation of materials and maintaining a reliable record system of transactions and registered borrowers. Major areas of supervision include check out and check in of materials, overdue system, reserve system, registration system, and orderly return of materials to the collection. Provides dependable and courteous service in the check out and return of materials at the Circulation Desk and has latitude to apply professional knowledge and techniques to problems encountered. Responsible for planning; development of programs and procedures; supervising the activities of other staff members involved in the Circulation Services area as well as temporary help as assigned.

DUTIES/EXAMPLES OF WORK

 IMPLEMENTING AN ORGANIZED, RELIABLE CIRCULATION SYSTEM FOR ALL MATERIALS LEAVING THE LIBRARY (50%)

1. Supervises the daily operations of the section and provides guidance in solving

 problems, in handling complaints and concerns, and in interpretation of library

 Circulation policy.

2. Oversees the registration system and ensures accurate record keeping on all

 registered borrowers.

3. Oversees the reserve system.

4. Responsible for maintaining overdue records and collecting all fines and charges

 owed the library by patrons.

5. Develops and implements section policies and procedures.

6. Prepares schedules for circulation desk staffing and backup as well as temporary

 employee schedules.

7. Provides training for new personnel.

8. Provides for the return of all materials to their proper locations and order on the

 shelves.

9. Establishes daily circulation statistics.

CHECKING OUT AND CHECKING IN MATERIALS, REGISTERING PATRONS (25%)

10. Checks out materials for patrons.

11. Verifies registration information, fines and other charges.

12. Sets up computers and materials for transactions.

13. Collects fines and other charges.

14. Makes customers feel welcome.

15. Checks in designated materials as needed.

PROVIDING BACKUP TO PUBLIC CIRCULATION ACTIVITIES (15%)

16. Scans/sensitizes returned materials and sorts for shelving.

17. Runs overdue, final bill and reserve notices and prepares for mail.

18. Answers and routes library telephone calls. Replies to calls concerning

 circulation questions.

19. Assists at circulation desk during busy periods and breaks.

20. Empties book drops and book bins as needed.

21. Shelves materials.

OTHER (10%)

22. Performance of other related and assigned duties as required.

# KNOWLEDGE AND ABILITIES

1. Knowledge of library methods and procedures, and ability to apply them to library

 operations.

2. Good written and verbal communication skills; initiative; dependability; tact and

 courtesy; and sound judgment.

3. Ability to direct the work of others.

4. Ability to work well and communicate effectively with the public and other staff.

5. Knowledge of and ability to use microcomputers and familiarity with word-

 processing, database and spread sheet programs.

6. Ability to learn and utilize proper operating techniques for library equipment.

7. Keyboard and filing ability.

8. Working knowledge of English grammar and spelling.

9. Willingness to maintain skills in above-mentioned areas through active participation

 in appropriate continuing education.

# PHYSICAL DEMANDS OF POSITION

1. Sitting, standing, walking, climbing and stooping.

2. Bending/twisting and reaching.

3. Talking and hearing; use of telephone.

4. Far vision at 20 feet or farther, and near vision at 20 inches or less.

5. Lifting, carrying: 50 pounds or less.

6. Handling: processing, picking up and shelving books.

7. Fingering: typing, writing, filing, sorting, shelving and processing.

8. Pushing, pulling: objects weighing 60 – 80 pounds on wheels.

9. Mobility: travel to meetings outside library.

# MENTAL REQUIREMENTS

1. Analytical Skills: Identify problems and opportunities; review possible alternative

 courses of action before selecting one; utilize information, resources available when

 making decisions.

2. Problem-Solving Skills: Develop feasible, realistic solutions to problems; recommend

 actions designed to prevent problems from occurring; refer problems to supervisor

 when necessary.

3. Communication Skills: Effectively communicates ideas and information both in

 written and oral form.

4. Reading Ability: Effectively read and understand information contained in

 memorandums, reports and bulletins, etc.

5. Creative Decision-Making: Effectively evaluate or make independent decisions based

 upon experience, knowledge or training, without supervision.

6. Ability to Comprehend and Follow Instructions: To follow instructions from

 Supervisor, verbally and in written form.

7. Mathematical Ability: Calculate basic arithmetic problems, (addition, subtraction,

 multiplication and division) without the aid of a calculator.

8. Time Management: Set priorities in order to meet assignment deadlines.

9. Ability to use computer software and manage computerized files.

# ENVIRONMENTAL/WORKING CONDITIONS

1. Inside work environment.

2. Flexible work hours; frequent evening and weekend hours.

# EQUIPMENT USED

Typewriter, calculator, copy machine, cash register, telephone, audiovisual equipment, computer, receipt printer, collection security system, vacuum cleaner, other equipment as technology advances.

# EDUCATION AND EXPERIENCE

1. Minimum of two years post high school education.

2. Minimum of four years previous experience in a library of which at least half was in a

 comparable service area.

3. Keyboarding and general office experience.