

TEMPLATE FOR CLASSIFIED POSTION REQUEST

Position Title: Library Specialist – Circulation (New title: Library Circulation Desk Coordinator)

Dept/Program: Library

Submitted by: Deborah Ruiz

PT/FTE: FTE

New or Replacement: Replacement

Service Category: 4

Salary/Benefit Costs: Salary + Benefits \$2,635 x 12 + \$22,490 = \$54,110

Total Costs:

Funding Source: District

Are there Salary Savings: Minor savings as Sharon Freed has only been in the position for 2 years and has not added many step increases.

Description of duties and responsibilities:

Create, modify, and update circulation desk policy; inform library staff, faculty, and campus staff of circulation policy and changes.

Train staff and function as lead worker for circulation desk; train, monitor, and supervise all staff on circulation desk duties.

Set communication standards for staff in a high pressure environment.

Coordinate circulation desk coverage with others.

Coordinate with Library Technician on library operations. Serve as lead classified position in Library Technician's absence.

Interpret policies, rules, and regulations regarding access to collection and use of materials; inform library staff of policy problems/modification; determine library privileges by identifying individual user status.

Serve as liaison between faculty and students for course reserve access/loans.

Resolve problems, answer questions, and explain and clarify existing policies concerning late fees and bills for lost materials; make final determination on fines, coordinate blocking/unblocking of student records with registrar for fines/fees; process overdue notices/monthly fines/fees; collect fine/fees. Report delinquent accounts/block accounts to Fiscal

Services. Run weekly reports for accounts paid/delinquent accounts and maintain student records accordingly.

Determine library privileges; resolve issues regarding library privileges such as forgiving fines, settling disputes, and determining residency; edit library patron records as needed; issue library cards.

Update OPAC course reserve module.

Receive and catalog/process all incoming reserve library materials from faculty members/staff; update various collections/database lists to maintain up-to-date collections and records.

Coordinate with faculty on removal of outdated reserves. Create and maintain course reserves stacks. Maintain access of course reserves.

Check library materials in/out. Update Automated Library System circulation module.

Help patrons with questions/directions; serve as source of library policies. Clarify and communicate access policies.

Produce letters, memos, and reports as necessary. Update circulation forms/applications/signage.

Assist library users in locating and using materials in OPAC and instruct users on library equipment to obtain appropriate information; perform circulation desk activities.

Respond/provide assistance to inquiries from students, community/general public, and faculty/staff regarding the reserve and general collections.

Maintain currency with new library technologies such as on-line search engines and library software programs.

Schedule part-time staff vacation; provide annual work schedules and reports for part-time staff to Payroll department.

Coordinate circulation staff supervision with Public Services Librarian.

Develop and communicated vision for future access services and best practices.

Obtain book replacement costs using electronic sources such as the Books in Print Plus database; bill patrons for lost materials. Report student account updates to/from Fiscal Services.

Maintain academic related information which may include, but is not limited to: grant and workshop information, curriculum archives, scholarships, contracts, facility plans, accreditation reports and other material, as required, in up-to-date status.

Develop forms, filing systems, and other procedures for materials processing/retrieval.

Maintain statistics; produce documents/reports for state agencies and others using appropriate spreadsheet/database/word processing software as needed.

Schedule rooms through Office Tracker system, including reservations for inter-departmental group room use.

Create/update procedures manual.

Assist with troubleshooting/servicing the library copiers, copy card dispenser, receipt printers, bindery equipment and other media equipment which may include keeping paper stocked in printers, installing new ink cartridges, etc.

Handle patron complaints.

Maintain a clean and orderly library environment. Coordinate staff adherence to maintenance of circulation desk.

Perform other duties related to the business of the department as assigned by head of department/program.

Initiate and follow through on policies regarding access services.

Participate on committees as required.

Coordinate cash register training and maintenance of daily cash requirements with the Division Office Manager.

Special Considerations:

This job is critical, it oversees all the circulation functions of the library, including faculty reserves (300 -500 a semester), overdues, coordinates the work of student workers, and the timing of this vacancy unfortunately means we won't have it filled before the semester starts and training back ups also the new part time circ person (who is usually trained by the full time person who is now leaving) will be difficult with staff vacations, absent summer faculty, etc.

Does Position act as an entry point for the college? Should it be bilingual?

Many potential first time students and community users do come into the library first to ask for directions. It would be lovely to have someone bilingual, Spanish or Vietnamese desirable.

What would happen if this position weren't approved?

We would have to realign the entire staff, have to work with the classified union to add permanent responsibilities to other positions/employees, we would have to recommend additional reduction of services and hours. The library cannot just open the doors and be used. There is much behind the scene work that happens, filing, ordering, processing, shelving, donations, reserves, volunteers, student workers, training, etc. that must occur daily to provide basic services.