

Class Code: E33
City of Anaheim
Class Specification

CLASSIFICATION:
LIBRARY CIRCULATION SPECIALIST

DEFINITION:

Under moderate supervision, to operate the circulation section of the main library, to serve as a lead person in an assigned aspect of library circulation service, and to perform moderately difficult library clerical work.

EXAMPLES OF DUTIES - Depending upon areas of assignment, responsibilities and duties may include, but are not limited to, the following:

Ensures smooth operation of an assigned section of circulation services at the main library, assigning, training, reviewing and correcting the work of library clerical staff and library pages.

Interacts with and serves the needs of patrons, providing directional information, rendering circulation services, receiving complaints related to circulation and using discretion in determining appropriate action to remedy complaints related to circulation.

Registers patrons for library cards, including verifying addresses, completing forms, entering information into computer CRT and explaining library procedures.

Collects overdue and damaged book fines using a cash register.

Places beginning day's cash in register and removes cash at end of day, placing cash in a safe.

Trains, assigns and schedules the work of Library Circulation staff.

Interviews and participates in the selection process of part-time staff.

Assists in the supervision, training and evaluation of Library Circulation staff.

Serves the main, branch and contract libraries as a user specialist, trouble-shooting operating complaints, diagnosing sources of problems, providing operations training to library user staff, contacting vendors to report hardware problems and personally making non-technical repairs involving minor adjustments or substitution of hardware components.

Explains policies, procedures and objectives to the library circulation staff and pages by written directive and by oral communications.

Arranges and handles reservations for routine and repeat bookings of the library's meeting rooms.

Assists the Circulation Services Manager in supervising the bookmobile operation and in maintaining the video collection.

Performs the more difficult clerical work of the library circulation section.

Requisitions office supplies.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Journey-level experience performing varied library clerical work, preferably including some supervisory experience.

Knowledge of: Basic computer terminal operating methods; use of the English language; basic math; supervisory principles and practices; training methods; Library circulation, shelving and record keeping procedures.

Ability to: Schedule, assign, train and supervise the work of clerical and library page staff; analyze computer terminal user complaints, diagnose sources of problems; make minor non-technical hardware replacements and adjustments to specialized equipment; maintain accurate records and modify filing systems; assign, check, correct and participate fully in the work of subordinates; establish and maintain effective interpersonal relationships with public and staff contacted in the course of work.

NOTE: Possession of or the ability to obtain a valid California Driver's License by date of appointment.

Incumbents of some positions in this class work with equipment (primarily computer terminals) and use small hand tools to disassemble, adjust and reassemble equipment. In such instances, incumbents must, after a short period of training, be able to make minor repairs to computer terminals and related equipment.

Supervision Received: Works under technical supervision of the Circulation Services Manager who gives instructions and periodically reviews work in progress and completed work.

Supervision Exercised: Positions in this class assign, check, guide and correct the work of clerical staff assigned to circulation sections. Incumbents do not select, evaluate or discipline clerical staff. Incumbents train and supervise library Circulation staff.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to Circulation Services Manager.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - AMEA Clerical
Revised 09/86 - W. Jerz
Revised 7/91 - V. Kilmurray
Doc: CS1044