

RESOLUTION NO. 1239

A RESOLUTION creating the position of Circulation Services Specialist, adopting a job description, and establishing a salary scale for the position.

THE COUNCIL OF THE CITY OF CAMAS DO RESOLVE AS FOLLOWS:

Section I

There is hereby created a new position entitled "Circulation Services Specialist". Such position shall be under the supervision of the Library Director and Assistant Library Director, and shall be responsible for the duties outlined in the job description attached as Exhibit "A", as may be revised from time to time.

Section II

The salary scale for the position of Circulation Services Specialist shall be as follows:

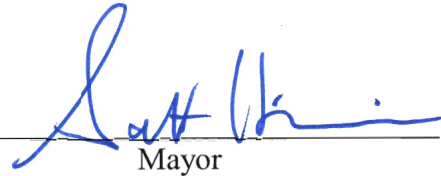
Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
4052	4174	4300	4428	4561	4698	4839

Section III

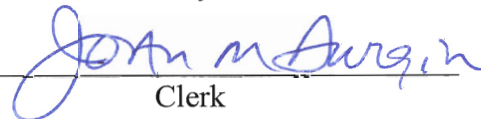
This Resolution shall become effective May 1, 2012.

ADOPTED at a regular session of the Council of the City of Camas this 21 day of May, 2012.

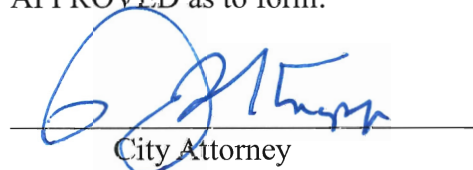
SIGNED:


Mayor

ATTEST:


Clerk

APPROVED as to form:


City Attorney

CIRCULATION SERVICES SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

JOB OBJECTIVES

Under direction, to perform a wide variety of clerical, technical and paraprofessional duties in support of the library's circulation department; to assist in tasks relative to the integrated library system (ILS) and other assigned areas of responsibility; provide general assistance to library patrons.

DISTINGUISHING CHARACTERISTICS

This is an advanced journey level class and is distinguished from the Library Associate and Library Assistant in the scope and complexity of work to be performed. The Circulation Services Specialist provides varied and complex paraprofessional library duties in the area of circulation in addition to providing detailed technical support for library technology. This position is expected to function in a strong leadership role by clearly demonstrating and acting in accordance with library values and serving as a role model for others.

Supervision Received: Receives direct supervision from the Assistant Library Director and general supervision from the Library Director.

Supervision Exercised: Under the direction of the Assistant Library Director, supervise, coordinate and evaluate the activities and operations of the staff and volunteers assigned to circulation services

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

1. Plan, organize, and manage the proper functioning of the circulation division on a daily basis.
2. Provide lead supervision, train, coordinate, and evaluate circulation staff, including substitute staff, and volunteers; coordinate training of new shelvers; assist as directed in the hiring process of Library Assistants and Pages.
3. Prepare weekly schedule for staffing service desk and the work schedule for shelvers.
4. Receive and courteously resolve patron circulation-related concerns/problems on individual basis as needed and in conformity with library procedures and policies.
5. Maintain a level of top-quality customer service.
6. Manage and perform all jobs related to circulation services, including but not limited to: charging, discharging, and renewing library materials; registering patrons; receiving and processing reserves and consortium-level interlibrary shipments; collecting and recording fines and fees, and, emptying the bookdrops.

CITY OF CAMAS

Circulation Services Specialist (Continued)

7. Provide a full range of services to the public, in person at public service desks, by e-mail, and by phone, while ensuring the highest standard of customer satisfaction.
8. Monitor, maintain and troubleshoot automated library systems including ILS software and hardware, and the automated materials handling system.
9. Routinely evaluate and recommend work procedures following professional standards; communicate with the Library Director and the Assistant Library Director regarding circulation policies and procedures.
10. Hold regularly scheduled circulation staff meetings.
11. Act as circulation liaison at ILS System Administration meetings and assist in the development and implementation of consortium-wide policies and procedures.
12. Communicate changes in library and consortium-wide policies and procedures to library staff.
13. Coordinate with all other library staff to ensure strategic approach to services, continuity and service improvement.
14. Maintain stacks through shelving, shelfreading and shifting materials as needed.
15. Prepare clear and concise technical and administrative reports, including monthly circulation statistics and reports.
16. Keep abreast of trends and technology in circulation services.
17. Assist in the implementation of the library's strategic plan.
18. Assist in supervision of building maintenance.
19. Collaborate with library staff to evaluate, select and/or revise-systems used to facilitate circulation services.
20. Participate in the library budget process and exercise fiscal responsibility in administering the circulation substitute budget.
21. Perform other duties as required to insure the smooth operation of the library and the provision of excellent customer service.

AUXILIARY FUNCTION STATEMENTS

1. Follow all safety rules and procedures established for work area
2. Perform related duties and responsibilities as required to insure the smooth operation of the library and the provision of excellent customer service.
3. Monitor and stock circulation supplies including library cards, forms, policy handouts, printer cartridges, copier, toner and related items.
4. Provide assistance in a variety of specialized projects as assigned.

CITY OF CAMAS

Circulation Services Specialist (Continued)

QUALIFICATIONS

Knowledge of:

General library methods, practices, and techniques.

Public library services, functions, programs, procedures and policies.

Customer service best practices.

Computerized bibliographical and circulation systems, databases and automated materials handling systems.

ILS operations in a networked environment; troubleshooting and maintenance of ILS software and hardware.

Operation and troubleshooting of modern office and library equipment.

Principles and practices of record keeping.

Principles of management: supervision, training, evaluation of staff.

English usage, spelling, grammar and punctuation.

Ability to:

Make decisions of other than a routine nature in order to expedite excellent customer service.

Use diplomacy and tact to establish and maintain positive, cooperative, effective relationships with employees, patrons and vendors.

Communicate clearly, concisely, and effectively, both orally and in writing, with a diverse population including management, staff and patrons.

Plan and initiate solutions for own work and that of others; and execute creative improvements to circulation procedures.

Train, coach, motivate and inspire various levels and types of subordinate staff and volunteers.

Communicate library vision, values, policies, procedures and rules.

Exercise sound judgment in interpreting established library policies and procedures when dealing with patrons and staff.

Be a resource in a variety of challenging employee situations.

Analyze problems accurately, identify and plan for alternative solutions, and implement plans in support of goals.

Be a role model to encourage and inspire library employees to be productive and efficient.

Represent the concerns and issues of assigned staff to the management team.

CITY OF CAMAS

Circulation Services Specialist (Continued)

Manage multiple simultaneous projects and adapt to changing needs and interruptions.

Assist and instruct patrons in using library services, equipment, and facilities.

Meet deadlines.

Keep accurate records.

Word process and type with reasonable speed and accuracy.

Organize work for efficient use of time.

Work under minimal supervision.

Work with others on the development and implementation of policies and procedures and be responsible for communicating this information to other staff.

Positively communicate the library's vision, values, policies and procedures.

Represent the library at professional and community meetings.

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to the completion of the twelfth grade supplemented by specialized training in library science, computer science, business administration or a related field.

Experience:

Four years of increasingly responsible public library experience including circulation related duties and a demonstrated customer-service orientation ; a minimum of two years experience in operations and maintenance of an automated integrated library system, preferably SirsiDynix Symphony.

Demonstrated computer literacy, including basic proficiency in Microsoft Office, Windows, internet, and database usage.

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. There may be some exposure to angry or hostile individuals.

Mobility: Incumbents require sufficient mobility to work in a library setting, operate office equipment; extensive and recurring walking, standing, bending, crouching, stooping, stretching and

CITY OF CAMAS

Circulation Services Specialist (Continued)

reaching; regular lifting and pushing of moderately heavy items (lifting 50 lbs. and push/pull book carts up to 150 pounds)

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

Other Factors: Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside Camas city boundaries to attend meetings