

ASSISTANT HEAD OF BORROWER SERVICES

Department: Library
Division: Borrower Services
Appointing Authority: Library Director

Grade: 8
Revision Date: 8/19
Bargaining Unit: C

Definition:

General and routine administrative and/or clerical duties in the operation of the Borrower Services Department of a municipal library that follow established routines and requires functional expertise in library operations. Responsible for circulation-related tasks including, but not limited to, interlibrary loans, circulation transactions, patron registrations, and collecting of fees. All other related work as required that is logical to the position.

Supervision:

Works under the policy direction of the Library Director and Board of Trustees.

Reports directly to and works under the supervision of the Head of Borrower Services.

Directly supervises all teen volunteers. Assists with oversight of other volunteers, work study students and interns. Assumes all responsibilities of the Head of Borrower Services in her/his absence.

Environment:

Varied work in a multi-task environment. Duties are performed under typical library/office conditions. Operates standard library/office equipment.

Engages in high level of contact with a diverse general public and with co-workers, as well as C/W MARS staff, Greenfield city employees, library Trustees and Friends.

Errors in circulation duties may cause customer dissatisfaction and inaccurate circulation records throughout C/W MARS network. Errors in in-network loans may cause difficulties in locating items and disruption of borrowing between libraries. Errors in duties may result in poor customer service, confusion and delay, waste of public funds, or lower standards of library service for the City; may cause an adverse impact on employee morale or public opinion.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Assists the Head of Borrower Services with all functions related to borrower services, including regularly assigned shifts at the Circulation Desk and day-to-day oversight of part-time circulation, holds, and shelving staff and volunteers.

Performs all transactions related to circulation and patron records with sound knowledge of both Greenfield Public Library and C/W MARS policies and procedures. Typical duties include, but are not limited to: verifying accuracy of patron registrations; follow-up on returns of mismatched or damaged items; ensuring timely notification regarding reserved items waiting for pickup; and updating patron information. Oversees mailing of overdue notices; bills for lost or damaged items; and other related correspondence.

Helps provide direction and clarification to personnel working at the circulation desks regarding circulation or holds policies and procedures. Communicates changes in a timely manner and assists in training staff in new procedures. Models good customer service practices at all times. Directly supervises all teen volunteers. Assists in oversight of other volunteers, work study students, and interns in the performance of assigned duties.

Maintains a welcoming environment at the circulation desks. Provides information and assistance to patrons in a friendly, helpful manner. Interprets library policies to the public and enforces rules when necessary. May provide initial response to patron concerns or complaints at the circulation desk.

Communicates on a regular basis with the Head of Borrower Services to keep her/him informed on circulation, holds, or shelving issues. Provides feedback regarding areas or personnel requiring further information or training. Anticipates problems and contributes to solutions. Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and collaboratively to provide quality customer service. Assumes the responsibilities of the Head of Borrower Services in her/his absence.

Participates actively on the Teen Programming Committee. Assists with the Adult Programming Committee.

Maintains and updates skills and knowledge of library services and trends, especially as they relate to circulation. C/W MARS delivery, and exemplary customer service. Attends professional meetings, workshops and other continuing education opportunities that enhance library skills relevant to this position. Reads professional literature to that same end. Participates in network and regional library committees and meetings, as time and schedule permit.

Performs other duties of similar nature and complexity as requested by the Director or Head of Borrower Services.

Minimum Qualifications:

Education and Experience:

Bachelor's degree; two years of public library experience with an emphasis on services for adults; two years of customer service experience or, a combination of education and experience that enables performance of all aspects of the position.

Must demonstrate track record of responsibility, interest and appropriate skills in the context of formal organizations. Must include at least one year performing substantial circulation duties within an automated network, preferably C/W MARS. Supervisory experience required. Customer service experience required.

Knowledge, Ability and Skill:

Requires extensive knowledge of circulation operations in a public library; proficient knowledge of an automated library network circulation system; thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; knowledge of Internet and word processing; Familiarity with MUNIS and other database programs and computer hardware and software systems; and knowledge of the techniques and practices of good customer service.

Requires effective communication skills and ability to follow oral and written instructions, to communicate effectively and express ideas clearly and concisely, orally and in writing. Ability to multi-task. Ability to maintain composure in stressful work situations and to work with minimal to moderate supervision.

Ability to deal in an effective and courteous manner with members of the general public on a daily basis. Ability to establish and maintain effective, cooperative, and positive working relationships with library staff. Ability to apply good judgment in resolving customer service issues when required.

Must perform all aspects of job responsibilities with honesty and integrity.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, standing, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving book carts, files, books or other library printed materials up to thirty (30) pounds. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include telephone duties and the ability to interact with other library staff and the public. Must be able to reach, bend, twist across circulation desk to receive books from patrons; lift books and other materials; push loaded book carts; bend and extend reach for such tasks as shelving books or emptying book drop.

Special Requirements:

Must successfully pass CORI/SORI check; may involve some night or weekend work as assigned.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 8/29/2019 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date

Revision History: 1/07; 6/10; 8/19

Department Head

Mayor

['C' Review: _____]