

City of Caldwell

Class Specification

Class Title	CIRCULATION LEAD (LIBRARY)
Class Code Number	Full Time
FLSA Designation	Covered
Pay Grade	Level 2
Effective Date	March 2019

General Statement of Duties

Performs tasks related to coordinating and leading daily functions of the Caldwell Public Library Circulation staff. Performs routine circulation, shelf maintenance and clerical functions; and performs related work as required.

Classification Summary

The principal function of an employee in this class is to perform and participate in coordinating and leading the daily functions of the Library Circulation team, while providing excellent customer service. This class is distinguished from the class of Circulation Assistant by the performance of more complex administrative support duties requiring detailed knowledge of the Library, including the coordination of scheduling and assisting the circulation supervisor with planning, assigning and training new staff. The work is performed under the general direction of the Circulation Supervisor. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with board members, employees, patrons, other government agencies, and the general public. The principal duties of this class are performed in a general office environment.

Examples of Work (Illustrative Only)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans and coordinates the work of Circulation staff, including the monitoring of work schedules, assisting in interviewing for new or vacant positions, and providing direction when necessary; or makes recommendations which are given particular weight about the change of status or other employees;
- Works with the Circulation Supervisor to plan, assign, train, coordinate, and review the work of Circulation staff;
- Provides daily communication to Circulation staff so that responsibilities are done in a timely, efficient and knowledgeable manner;
- Makes effective independent decisions representing day-to-day issues that do not require team discussion, input or agreement;
- Processes Collection accounts for cash and/or material recovery;

- Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
- Performs routine circulation, shelf maintenance and clerical functions at the library;
- Checks-in and checks-out library resources;
- Gathers and maintains circulation statistics;
- Shelves library resources, inputs data, issues library cards, and collects monies;
- Assists customers with sign-ins of public computers, renewals, account issues, library holdings, and general information;
- Coordinates with library staff to manage work schedules and work flow;
- Responds to information requests from other agencies and the general public;
- Keeps designated library staff fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends approved meetings, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates with others to maximize the effectiveness and efficiency of interdepartmental operations and activities to help keep a positive work environment as well as works as a team member;
- Respects the opinion of others and maintains a positive and professional working relationship with employees, supervisors and others;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Working knowledge of PC's, on-line databases, networks, word processing, and spreadsheets;
- Considerable knowledge of the Dewey Decimal System;
- Considerable knowledge of various specialty routines, methods, processes and procedures related to circulation, periodicals, and technical services;
- General knowledge of library reference, circulation, general classification methods, practices, and procedures;
- General knowledge of the principles of local, state and federal government organization and operations or knowledge of resources and individuals who can provide assistance;
- Demonstrated authentic commitment to public service and the provision of exceptional customer service;
- Demonstrated ability to successfully manage conflict and reach resolution;
- Ability to respond to patron suggestions and concerns with patience, clarity and professionalism;
- Ability to learn City policies and departmental rules, procedures, and practices;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to utilize active listening techniques;
- Ability to deal tactfully with citizens, library staff, board members, and local, state and

- federal representatives;
- Ability to establish and maintain effective working relationships with employees, board members, other agencies, and general public;
- Ability to operate or quickly learn to operate customized software applications and hardware appropriate to assigned tasks;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- High school diploma or GED; and
- Previous experience in library services; or
- Any combination of education, training and experience which provides the skills, knowledge and abilities necessary to perform the work.

Required Special Qualifications

- Subject to a pre-employment drug test.
- Subject to a background check.
- Required to work evening and weekend hours.

Essential Physical Abilities

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively with board members, all City personnel, other agencies, and the public;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written correspondence, reports and related material in both electronic and hardcopy form;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate a keyboard and various office equipment, handle various library resource materials, and produce hand-written materials and notations;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to visit various work locations throughout the library and the city, ability to reach, kneel or crouch, and to lift up to ten (10) pounds.

Approved By: _____

Library Director

Date: _____