

**Job Description/Title:** Library Circulation Desk Coordinator  
**Approved, Bargaining Unit President:** Reclassification Committee  
**Approved, MPC Associate Dean, Human Resources:**  
**Board Approved: 6/27/2013**

**MONTEREY PENINSULA COLLEGE**

## **LIBRARY CIRCULATION DESK COORDINATOR**

### **JOB SUMMARY**

Under general direction, perform a variety of complex duties associated with library operations. Receive supervision within a broad framework of standard policies and procedures. Coordinate and supervise circulation desk activities and serve as lead worker and primary source of information; modify policies and procedures as warranted; perform duties associated with receiving and processing library reserve materials; perform circulation desk activities. Resolve problems with regard to interpretation and application of policies, rules and regulations regarding access to collection and use of library materials.

### **EXAMPLES OF FUNCTIONS**

#### **Essential Functions**

Plan, oversee, monitor and coordinate circulation desk operations, direct circulation desk activities within established guidelines; ensure adequate coverage; provide and ensure quality customer service.

Analyze impact of changing circumstances, including technology, on circulation procedures; create, modify and/or update circulation desk policy and services as warranted; develop training and train staff accordingly; inform faculty and staff of circulation policy and changes; maintain current procedures manuals and training documentation.

Train staff at all sites and function as lead worker for circulation desk; schedule staff coverage and breaks; prioritize tasks and monitor to ensure completion; resolve conflicts; refer unresolved complaints to higher level staff.

Interact and communicate diplomatically with all library patrons (public, faculty, staff and students); mediate difficult situations with tact and diplomacy; contact/refer situations to other authorities as necessary.

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

Design, download and coordinate upload of data reports as needed; coordinate with others as necessary.

Resolve problems/answer questions/explain, clarify existing policies concerning late fees/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 fines/fees.

Assist in resolution of library system software by researching problems and recommending solutions; consult and discuss with technology team and other libraries to expedite problem solving.

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.

Receive, catalog/process all incoming reserve library materials from faculty members/staff; update various collections/database lists to maintain up-to-date collections and records, coordinating with faculty and others as appropriate. Serve as communication liaison to faculty regarding reserve policies, materials and resolution of issues.

Check library materials in/out.

Open and close the library, following standard procedures and protocol.

Train, monitor and supervise student workers on circulation desk duties.

Help patrons with questions/directions; serve as source of library policies; promote circulation services campus-wide through social media and print avenues.

Produce letters, memos, and reports as necessary.

Assist library users in locating and using materials and machines to obtain appropriate information, perform circulation desk activities.

Respond/provide assistance to inquiries from students, special patrons, faculty/staff regarding the reserve and general collections; answer reference queries and assist students with research, including interlibrary loan requests, within scope of authority.

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

Obtain book replacement costs using electronic sources such as the Books in Print Plus database; bill patrons for lost materials.

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

Develop forms, filing systems/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.

Maintain knowledge of and serve as back-up to the interlibrary loan process.

Schedule rooms through Office Tracker system.

### **Other Duties**

Assists 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.

Maintain a clean and orderly library environment.

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

Participate on committees as required.

## **EMPLOYMENT STANDARDS**

### **Education and Experience**

Any combination of education, experience and training which would indicate possession of the required knowledge, skills and abilities listed herein. For example, college level courses in library science, two years of experience in library work

using current library technologies/library software programs and two years of experience in front-line customer service or a related field.

### **Knowledge**

Knowledge of: basic library principles, materials and procedures; current library technologies/library database search software programs; current office methods and practices; principles and methods of ordering books, supplies and equipment; library filing and indexing; circulation and reference sources, Library of Congress classification system; a variety of word processing, spreadsheet and/or database programs as needed to fulfill the requirements of the job.

### **Abilities**

Ability to: perform general library duties including library operations, efficiently use an online library system and Library of Congress classification system; learn and efficiently use current/new library technologies/library software programs as required to fulfill the duties of the job; interact effectively with the public/students/staff/faculty, in situations requiring diplomacy, tact, friendliness, poise and firmness; prioritize tasks and do several tasks simultaneously; operate a variety of office machines; use word processing/database/spreadsheet software accurately and efficiently as needed; learn and successfully use new software programs as needed to fulfill the requirements of the job; use good judgment in recognizing the scope of authority as delegated; use appropriate and correct English spelling, grammar and punctuation; perform arithmetical calculations with speed and accuracy; communicate effectively in both oral and written form; establish and maintain effective work relationships with those contacted in the performance of required duties; demonstrate an understanding of, sensitivity to and appreciation for, the academic, ethnic, socio-economic, disability and gender diversity of students and staff attending or working on a community college campus.

### **PHYSICAL EFFORT/WORK ENVIRONMENT**

Moderate physical effort which may include frequent standing, walking, lifting and occasional climbing, crawling or stooping; handling of medium weight tools and materials up to 35 pounds. Indoor work environment.