GENERAL STATEMENT OF DUTIES:

Under supervision of the Director of the Learning Resource Center (LRC), perform library/media tasks related to circulation and public services and perform other duties as requested.

MAJOR RESPONSIBILITIES:

Circulation:

• Using the Circulation and Reports modules of the SirsiDynix integrated library system, create and maintain accurate records for library users and materials. The use of SirsiDynix regularly, though not exclusively, involves the following system-specific tasks:
  o Check out and check in of materials.
  o Renewing user charges and single items.
  o Billing users and accepting payment for bills.
  o User maintenance, including new user registration; user display, modification, and removal; and extension of user privileges.
  o Item maintenance, including adding copies and brief titles, reassigning barcodes, marking items missing or lost, and removing titles, volumes, and copies.
  o Holds maintenance, including creating, displaying, modifying, and removing user and items holds.
  o Special circulation functions, including replacing lost user cards, modifying due dates, and marking items used.
  o Generating reports, including overdue notices and lists of delinquent and blocked users.

• In consultation with library staff, identify and troubleshoot workflow problems related to the use of SirsiDynix.

• Empty book drops regularly and implement check in procedures.

• Implement use of electronic security systems when checking materials out and in; address the user firmly but courteously when alarm sounds.

• Identify overdue material and carry out overdue procedures; deal with disputed overdues; prepare and mail overdue notices.

• Maintain change drawer; make change as needed.
• Accept interlibrary loan requests and returned interlibrary material for referral to Acquisition/Reference Librarian; route borrowed materials to correct user; explain interlibrary loan policy when required.
• Organize and maintain reserve collection.

Audiovisual Equipment:
• Schedule the use of audiovisual equipment to on- and off-campus sites; know how to operate and troubleshoot equipment.
• Keep inventory of audiovisual equipment, with particular attention to equipment that needs repair or replacement; schedule and coordinate repair with regional service companies.
• Perform periodic routine maintenance on equipment, e.g., cleaning of VCR heads and changing projector bulbs.
• Compile and tabulate statistics related to circulation and use of materials and audiovisual equipment.

Training and Supervision:
• Interview, train, schedule, supervise, and evaluate student assistants in all aspects of circulation work and audiovisual equipment delivery.
• Train, schedule, and assign students to shelve and shelf-read books and other library materials; revise the work of shelvers and shelf-readers.

Public Service:
• Assist users in operating photocopier; maintain paper supply for photocopier and networked printer.
• Answer general information and directional questions.
• With librarian assistance, may interview users and answer simple reference questions; assist with searching informational databases and using software programs; explain use of library online catalog; be familiar with the organization of the collection and aware of new resources.
• Answer telephone using proper telephone etiquette; be able to direct calls.
• Maintain a neat and orderly appearance at the circulation desk; assist in keeping the LRC neat and orderly at all times when on duty; with professional support, maintain a quiet atmosphere conducive to study.

Miscellaneous:
• Receive and sort mail and deliver to proper recipients.
• Know the function of all areas of the LRC and be able to assist when required.
• Serve on campus-wide committees as requested by the Executive Vice President for Instruction and/or the President.
• Perform other duties as requested by professional staff.

MINIMUM QUALIFICATIONS:

Knowledge Required:
Office skills, methods, and procedures; basic computer skills; good interpersonal skills for dealing effectively and cooperatively with staff and public; basic math skills; knowledge of budgeting procedures; understanding of English grammar and usage, business letter writing, spelling, punctuation, and vocabulary; telephone etiquette.

Skills Required:
Work independently; organize workload for self and student assistants; type 50 words per minute accurately; follow oral and written directions; exercise sound judgment; maintain office records; compose letters; ability to learn and apply LRC and college policies and procedures; work well under stress in an environment of frequent interruptions; show courtesy and tact in dealing with students, faculty, staff, and members of the community; file; operate basic office machines (copier, fax); good computer skills, including familiarity with GUI operating environment (Microsoft Windows preferred); comfortable with technology; adaptable to change; working knowledge of Microsoft Office programs; experience using Internet; experience operating audiovisual equipment; supervisory and training experience.

Physical and Mental Requirements:

Physical Requirements:
Sedentary; frequent standing, sitting, reaching; extensive walking; occasional lifting (overhead, waist level) from floor, carry; bending; pushing, pulling; frequent near vision for reading; frequent sitting (occasionally long periods of time); frequent hearing use (ordinary conversation level); occasional stressful conditions (cardiovascular).

Mental Requirements:

- Frequent cognitive decision making (lack of mental impairment).

EDUCATION AND EXPERIENCE:
- High school degree required; some college desirable.
- Two years’ experience in a secretarial or clerical position required; supervisory and training experience required; computer experience required.

ENVIRONMENTAL:
This position is primarily an inside office position with minimal safety/hazard potential; however, extensive walking within and between buildings while pushing or pulling carts of electronic equipment or mail is required on a daily basis. Caution while performing these tasks is warranted.
SIGNATURES:

________________________________________________________
Circulation and Media Services Supervisor  Date

________________________________________________________
Director/LRC  Date

________________________________________________________
Executive Vice President for Instruction  Date

________________________________________________________
President  Date