

MERIDIAN LIBRARY DISTRICT CIRCULATION COORDINATOR



Position Summary

The Circulation Coordinator uses a friendly, customer service oriented approach to train staff on circulation procedures and develop and lead training for the Meridian Library District (District). Works closely with staff and administration on a district-wide level to train staff on the Integrated Library System (ILS), policies related to lending, customer service best practices, and Lynx Library Consortium circulation updates.

The Circulation Coordinator represents the District at Lynx Library Consortium (Lynx) meetings and acts as the point-of-contact for all circulation-related matters including reports and discrepancy resolution. Ensures that circulation operations comply with organization goals and objectives and are tied to the strategic plan.

Works under the direction of the Strategic Initiatives Manager.

Duties and Responsibilities

Essential

Project Management

The Circulation Coordinator uses principles of project management to spearhead library initiatives that align with the District's strategic goals and Lynx circulation goals. Actively participates in District committees. Works collaboratively with staff from across the District in various departments and positions to support library initiatives; supports clear communication between library administration, management teams, committees, and library staff.

The Circulation Coordinator runs reports and processes refunds and credits. Acts as the primary contact for materials recovery/collections vendors to ensure patron accounts are in compliance.

Circulation

The Circulation Coordinator oversees circulation statistics for the District and is responsible for inputting data into various reports. Assists in the resolution or referral of inconsistencies related to patron accounts in the ILS.

Works with branch managers to ensure service provided is consistent, supports development of processes and suggests areas for improvement. Coordinates with Library courier to ensure circulation standards meet the needs of the District and align with Lynx courier standards. Acts as the point of contact for courier services.

Ensures that circulation operations comply with organization goals and objectives and are tied to the strategic plan.

Work closely with the Material Services team to proactively address unique circulation restrictions or processes.

Training

The Circulation Coordinator develops and executes training procedures for new and existing staff in consultation with the Strategic Initiatives Manager, branch managers, Administrative team, and staff committees to ensure staff are up-to-date on best practices.

Marginal

May fill in at front-line library service points across the District as an emergency backup.

May fill in at library service points related to internal courier services and Home Delivery.

May work with and/or direct the work of volunteers in providing library services.

Performs other duties as assigned.

Qualifications

Minimum Qualifications

Knowledge, Skills and Abilities

Demonstrated commitment to diversity, equity, and inclusion.

Provides exemplary customer service and embodies the values of the District. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people, including volunteers and coworkers, of all ages, from diverse backgrounds. Has a desire to work in a public service role, builds and maintains working relationships with individuals at all levels of the library, and fosters positive partnerships with outside organizations.

Experience providing support, coaching, mentoring, or leadership to other individuals or groups. Capable of persuading or gaining cooperation and acceptance of ideas and/or the resolution and negotiation of conflicts.

Proficient with standard office applications (including Microsoft Office and Google Workspace), online library automation system, and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies. Has a desire to continuously learn and develop personal skills, experience, understanding, and knowledge.

Able to manage multiple needs and priorities, able to oversee large scale projects and effectively manage time, proficient in principles of project management in libraries. Must be responsible, self-motivated, flexible and willing to adapt styles to effectively meet the needs of the district. Has a positive and enthusiastic approach to change; shows a curiosity and willingness to try new ideas.

Experience: 1-3 years of professional library experience with circulation and training knowledge.

Education: Associate's degree, or equivalent combination of education or experience.

Training, Licenses, or Certifications: Valid driver's license in good standing or the ability to obtain one.

Supervisory Responsibility: None

Preferred Qualifications: Bilingual, preferably Spanish-English or Russian-English.

Working Conditions

Physical Requirements

This position requires the employee to routinely sit, stand, walk, crouch or squat, and perform manual dexterity movements; constantly see, hear, listen, and speak clearly; occasionally balance and twist/turn; seldom kneel, crawl, and climb.

This position also requires the employee to reach at, above, and below shoulder height; lift, carry, and grasp objects weighing 25-50 pounds and push/pull objects weighing up to 50 pounds.

Mental Requirements

This position requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math.

Requires independence in decision-making and a comfort level with autonomy.

Technology, Equipment, and Devices

This position requires the employee to regularly operate and exhibit proficiency with computers and commonly used office software, library systems and databases, email, reporting tools, and cloud environments.

This position requires the employee to operate and occasionally troubleshoot general office equipment and other new consumer technologies.

This position requires operation of a vehicle on behalf of the District.

Work Environment

This position requires the employee to be subjected to repetition, working alone, working remotely, working around others including community partners and volunteers, verbal and face-to-face contact; inside and outside environments which may include extreme weather conditions, dust, odors, mist, gasses, or other airborne matter; mechanical equipment and moving parts; working in community facilities and may be exposed to uneven walkways and door sills at those facilities and ice in parking lots and sidewalks.

Expected Hours and Location of Work

This position requires the employee to work a weekday (Monday-Friday) daytime schedule with occasional evening and weekend (Saturday-Sunday) shifts.

Position schedule and work location are subject to change at the discretion of management to support operational needs.

Expected Travel

This position requires routine travel between Meridian Library District locations and community events within the Lynx Library Consortium boundaries; limited travel for training and conferences.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

Adopted by the Meridian Library Board of Trustees [date]