



Anderson County Library
300 N. McDuffie St, Anderson, South Carolina 29621
(864) 260-4500

JOB DESCRIPTION

JOB TITLE: –Library Technical Assistant II – Circulation Manager

Pay Grade:

FLSA: Non-exempt

GENERAL DESCRIPTION

Supervises the Circulation staff at the Main library and is responsible for leading the department in balancing patron adherence to ACL policy and providing positive patron satisfaction/experience.

SUPERVISION RECEIVED

Works under the direct supervision of the Assistant Director.

SUPERVISION EXERCISED

Acts as Circulation Department supervisor and point of contact for main branch patrons.

EXAMPLES OF WORK PERFORMED

(These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position.)

- Supervises the Circulation staff at the Main Library.
- Coordinates the fair division of Circulation Department duties and functions to maximize efficiency.
- Handles patron complaints and answers questions from patrons referred by other library staff. Exercises independent judgement in making policy exceptions to accommodate escalated patron complaints as appropriate.

- Has authority to handle routine Integrated Library System patron issues and will refer to the Assistant Director as appropriate.
- Implements training of employees in Circulation, other departments and the branches in order to provide good, effective library service. Trains all new Library employees in circulation policy and procedure. Acts as the department's cross-training representative with other Library departments.
- Reviews damaged materials, assesses fees for damage and enters notes regarding same into Library's Integrated Library System.
- Enters leave time and corrections into the timekeeping system for review and approval by the Assistant Director.
- Generates services desk and book drop schedules; modifies staff schedules to meet departmental needs.
- Models appropriate customer services skills.
- Performs circulation functions including:
 - Issuing new library cards and processing registration forms.
 - Charging, discharging, routing, changing status, and placing requests against materials at the circulation desk.
 - Accurately collecting and recording fines, fees, and gifts; maintaining a balanced cash drawer.
 - Placing requests for materials and pulling requested materials.
 - Searching for overdue materials.
 - Pulling requested materials, including Inter-Consortium Loans, for patrons either in person or using prepared lists and routing them properly.
- Assists patrons by:
 - Answering directional and procedural inquiries.
 - Advising patrons concerning the library and its services, resources and policies.
 - Giving instruction in the use of the on-line catalog and location of materials.
 - Instructing in the operation of equipment.
 - Referring reference questions to the appropriate service desk personnel.
 - Answering incoming calls; providing guidance and assistance, routing calls to appropriate personnel or department; taking messages.
 - Advising patrons in the use of the public copiers and by providing paper for the public copiers.
 - Assisting and instructing patrons in use of public copiers.
- Maintains confidential patron records and preserves confidentiality of said records.
- Retrieves and sorts items from materials drops as necessary.

- Performs various duties in the servicing/maintenance of materials such as sensitizing/desensitizing materials and enters data into computers.
- Prepares items for re-shelving and re-shelves materials in their proper sequence, where assigned and/or when necessary.
- Cross trains to provide backup for other positions as required. May fill in other positions within the library system.
- Maintains office equipment by providing paper for copiers and printers as needed, including receipt printers and cash register tape.
- May be required to work nights and weekends.
- Performs other related duties as required.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Undergraduate degree from an accredited college or university;
- (B) Two (2) years of experience in the Anderson County Library, preferred.
- (C) Circulation Department or Branch Library experience preferred
- (D) Training or supervisory experience preferred.
- (E) Customer service experience preferred.

Necessary Knowledge, Skills and Abilities:

- (A) Excellent computer skills, including keyboarding and internet experience; ability to perform detailed and precise work.
- (B) Ability to adhere to library policies and procedures; ability to set priorities and manage workloads.
- (C) Ability to establish and maintain effective working relationships with the general public and all library employees; ability to communicate effectively orally and in writing; ability to work in a team environment as well as independent work.
- (D) Ability to adjust to changes in the daily work schedule; ability to handle multiple projects at the same time.
- (E) Knowledge of the Dewey Decimal system and library circulation policies and procedures; ability to count change and handle money.
- (F) Knowledge of the library's Integrated Library System relevant to this position, which includes some Tech Services functions and ability to learn MARC format; ability to learn to evaluate the Library's collection of adult printed materials.
- (G) Ability to exercise independent judgment.
- (H) Ability to effectively supervise staff.

TOOLS AND EQUIPMENT USED

Desktop Computer, including word processing and spreadsheet software, copier, telephone, cash register, desensitizing and sensitizing equipment, and postage machine.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools or controls and reach with hands and arms. The employee is occasionally required to travel to other areas within the library.

The employee must occasionally lift and/or move up to 25 pounds and maneuver a fully loaded book truck.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

This job description does not constitute an employment agreement between the Anderson County Library System and an employee and is subject to change by the Anderson County Library System as its needs and the requirements of the job change. Also, the Anderson County Library System may change assigned work location and schedule depending upon the needs of the system.