

LIBRARY ASSOCIATE III

PURPOSE AND NATURE OF WORK

Positions in this class are responsible for the circulation functions of a large regional library and the shelving of all library materials at the branch. Work requires interpreting and applying library guidelines, policies, and procedures in the performance of assigned duties. Incumbents supervise the work of circulation clerks while working at the public service desk and report to a Regional Library Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Supervises staff involved with the checking in and checking out of all library materials, the collection of fines and fees, registering patrons, and shelving at a large regional library. Trains, schedules, evaluates, and makes recommendations for hiring branch circulation assigned technical assistants.

Runs reports for the branch related to money collections and addresses problems. Serves as branch point of contact regarding escalated circulation situations, both internal and patron initiated, including related policy explanation, complaint resolution, and account problem solving.

Runs reports for the library system related to lost and overdue items. Works with Library Technical Services Supervisor to troubleshoot problems with ILS circulation functions and to make updates to the ILS system as needed due to changes in circulation policy and/or procedure. Works with library administration to evaluate services, and develop and revise circulation policies and procedures system wide.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Knowledge of standard library practices, policies, procedures and equipment.

Knowledge of Dewey Decimal classification system, BISAC organizational concepts, and the library's collections.

Ability to learn and use various computer systems and software.

Ability to communicate effectively with children, teens, and adults.

Ability to maintain professional standards and provide high level customer service.

Ability to effectively manage and supervise the work of subordinates.

Ability to maintain effective working relationships with subordinates, colleagues, and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree which included minor coursework in library science, and progressively responsible experience working in a library or bookstore setting, including some supervisory experience; or any equivalent combination of training and experience.