

The Position

Under the direction of the Assistant Library Director, the Circulation Lead is responsible for the daily operation of the circulation desk, including customer service, stacks and holds management, and room reservations. This position performs various responsible paraprofessional library work and supervises Library Assistant I/II's, Pages, and volunteers to prepare and present materials for circulation and ensure patrons enjoy the highest level of customer service while using the library.

Classification

Library Specialist

Examples of Duties

Below is a descriptive list of the range of duties performed by employees in this classification. These examples are not intended to reflect all duties performed within the job, and not all duties listed are necessarily performed by each individual.

- Supervises and assists assigned staff in performing various library activities involved in operating the circulation desk services, including collection maintenance, library card applications, book processing, meeting room reservations, and general patron information
- Trains, instructs, schedules, reviews, and evaluates the work of assigned staff
- Oversee procedures for daily opening and closing and coordinate schedules to ensure adequate coverage of the circulation desk during business hours and special programs; may be required to open and close the library as needed
- Work with the Assistant Library Director to establish departmental priorities, meet customer service goals, and develop protocols for efficiencies
- Document and maintain procedures for circulation and patron material access functions and ensure the standardization of quality circulation services
- Assist in troubleshooting circulation issues and workflows and resolve complex patron issues; refers challenging issues to the Assistant Library Director
- Assign staff to assist librarians with acquisitions, cataloging, serials, materials processing, and weeding
- Interpret and enforce library policies, rules, and procedures for library patrons
- Assist patrons in person and by telephone, provide information, and refer specialized questions to appropriate staff
- Request and maintain supplies for the department as necessary
- Work with the Assistant Library Director to plan for and implement new technology and upgrades as necessary
- Maintain various library records and statistics and prepare reports as necessary
- Operate and perform basic operator maintenance of PC and related software, photocopiers, and related standard library equipment
- Assist the clerical and professional staff in special assignments, including program implementation

- Demonstrate the value of library services to the community, model exemplary behavior, and share patron requests and concerns with other library service points for improvement
- Perform additional duties as assigned, including serving on task forces or committees, researching circulation practices and new technologies, etc.

Knowledge, Skills & Abilities

- Knowledge of library policies, practices, procedures, and material classifications
- Effective communication and interpersonal skills to deal tactfully with a wide variety of library users and staff
- Ability to plan and manage multiple work assignments, meet deadlines, and prioritize work in alignment with the library's service goals
- Knowledge of principles and practices of staff supervision and training
- Ability to demonstrate the Library's core values of Inclusion, Creativity, Integrity, Growth, and Respect in daily interactions and in their work with peers and the public; Implement sustainable practices in daily work.
- Take a proactive approach to customer service issues and maintain confidentiality regarding sensitive information
- Ability to adapt to change and the willingness to learn and implement new ways of doing things
- Work irregular hours, including evenings and weekends
- Committed to learning and applying principles of diversity, equity, inclusion, and sustainability
- Ability to sort and organize materials in alphabetical, numerical, and topical order
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals
- Basic office practices and procedures, including how to operate modern office equipment, including a PC and related software
- Understand and carry out oral and written instructions
- Regularly lift and move up to 25 pounds, push loaded book carts, shift furniture; on occasion lift and move up to 40 pounds
- Climb, bend, and stoop to place and reach materials

Education & Experience

The knowledge, skills, and abilities listed above may be acquired through various types of training, education, and experience. A typical way to acquire the required knowledge and abilities would be:

- Completion of Two Years of college-level work (A.A./A.S.) or completion of a Library Technology Certificate **AND**
- Two (2) Years + of increasingly responsible library experience in library technical support or customer service.
- Public library experience preferred.

Physical and Environmental Working Conditions

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping daily. The employee will occasionally be required to climb, balance, or crawl. Must possess mobility to work in a standard library setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. The position requires gripping to pick up collection materials, repetitive hand movement, and fine coordination in data entry

using a computer and keyboard. Employees work in a public library environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The Belvedere Tiburon Library is an Equal Opportunity and Drug-Free Workplace Employer

To perform this job successfully, an individual must perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description. Management reserves the right to modify, add, or remove duties and assign other duties as necessary. This job description does not constitute a written or implied contract of employment.

Updated July 2025.