

Alpha Park Public Library District

Job Description

Access Services Department Head



Reports to the Library Director
Department: Access Services
Classification: Exempt, regular full-time, hourly

General Statement

Under the direction of the Library Director, the Access Services Department Head (ASDH) oversees the daily operations of all department service functions for Technicians and Circulation. The ASDH ensures the adoption and execution of best patron service practices in accordance with library policy. Daily circulation duties are delegated by the ASDH, and dispersed by the Circulation Specialist, including but not limited to: patron registration, holds management, materials check-in and check-out, fee collection, and interlibrary loan and delivery. The ASDH also oversees daily operation of budgeting, ordering, processing, and cataloging library collection materials. The ASDH clearly communicates all relevant policies and practices regarding technical services and collection development to employees and patrons.

Responsibilities:

- Monthly Reporting & providing regular reports upon Library Director's request
- Works with Library Director and other Department Heads to craft a comprehensive plan for collection development, management, and maintenance, including: ordering materials, shifting and weeding, auditing, inventory, and reviewing vendor services
- Processes and supervises ordering and vendor contacts for print and digital collection materials
- Assesses and oversees the repair of damaged items
- Oversees cataloging and processing of all items
- Establishes, approves, and maintains work schedule for entire department
- Ensures proper handling of materials and equipment
- Ensures daily cash handling requirements are met
- Supervises and confirms customer hold contacts have been properly made
- Assists in other departments when necessary
- Other duties as assigned

Qualifications and Education

- MLIS strongly preferred; other education & work experience considered
- Ability to prioritize, delegate, supervise, and manage a diverse staff
- Ability to confidently coach and develop direct reports
- Experience in cataloging, circulation, weeding, collection development, and book repair
- Knowledge of professional library standards and best practices
- Experience with workflows and Office XP
- Minimum one to three years' management experience
- Strong written and verbal communication required
- Strong budgeting skills, experience in ordering from multiple vendors, and basic knowledge of library vendors and ordering processes expected. (Ex. Ingram, Demco, Baker & Taylor etc.)

Working Conditions

- Occasional travel expected to partnering libraries and conferences
- Occasional evening and weekend hours expected
- Lift up to 50lbs with assistive equipment
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Access Services Specialist



Reports to Department Head
Department: Access Services
Classification: Non-exempt, regular full-time, hourly

General Statement

The roles and duties of the Access Services Specialist are a blend of the objectives and functions of both Circulation and Technical Services departments. Under the direction of the Department Head, this position is responsible for the overall appearance and function of the library stacks and ensures that patrons are able to receive the materials for which they seek. This position regularly completes basic circulation duties and is responsible for processing resource sharing/Interlibrary Loans (ILL's), including OCLC and Find More IL requests. This position is also responsible for collection maintenance, organization, and management. The Access Services Specialist is dually responsible for spending time working at the circulation desk as well as going into the stacks to shelve, shift, and perform routine large-scale collection projects such as inventory and auditing. This position works under all Department Heads to determine dispersion of donated items. The Access Services Specialist position requires strong attention to detail, ability to communicate policies and procedures to patrons with a positive and friendly attitude, as well as the ability to prioritize and plan ahead, and be cognizant of turnaround time for project completion.

Responsibilities:

- Familiarity with library services and materials
- Processes OCLC, Find More IL, and other ILL requests
- Regularly works the Circulation desk to ensure patrons receive materials and, when necessary, guide them to additional resources
- Regularly works in the stacks to shelve materials, shift, and shelf-read for both Adult and Youth Services Collections
- Ensures that materials are organized, cleaned and dusted, edged, and easy for staff and patrons to locate
- Coordinates Page duties to ensure materials are shelved and organized, and projects are completed in a timely manner
- Assess all donated items; works with Department Heads to disperse items for Collection, Book Sale, or disposal
- Point of Contact for large scale projects regarding the physical state of the collection
- Coordinates and conducts annual Inventory of the Library Collection
- Other duties as assigned.

Qualifications and Education

- High school diploma/G.E.D. required; preference given to associates degree or Technician Assistant Certificate
- Strong attention to detail, customer service, problem solving, prioritizing, and delegating skills
- Ability to confidently train and coach Pages and/or Circulation Assistants

Working Conditions

- Flexibility in working day, evening, and weekend hours
- Lift up to 50lbs with assistance
- Push and steer fully loaded book cart
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library

Job Description

Circulation Specialist



Reports to Department Head
Department: Access Services
Classification: Non-exempt, full-time, hourly

General Statement

Under the direction of the Access Services Department Head (ASDH), the Circulation Specialist supervises, performs, and delegates tasks amongst the Circulation team. The Circulation Specialist must be skilled in all circulation functions, including checking out and discharging materials, processing library card applications, updating patron records, handling payments, processing resource sharing/Interlibrary loans (ILL's), copying and faxing patron documents, notifying patrons when items are available for pickup or overdue, and searching for lost items. The Circulation Specialist trains Circulation Assistants in accordance with the policies and procedures of the department.

Responsibilities

- Utilizes online and app based resources to process items/tasks (OCLC, FindMoreIL, ILL, GoMerchant etc.)
- Processes and sort materials accurately and efficiently
- Prints and mails service notices
- Mastery of all Circulation Assistant duties
- Trains and coaches all new and current Circulation Assistants
- Resolves patron grievances; answers and directs calls as necessary; professionally explains library policy to patrons when necessary
- Other duties as assigned

Qualifications and Education

- High school diploma required; preference given to associates degree or Technician Assistant Certificate
- Strong customer service, problem solving, prioritizing, and delegating skills
- Ability to confidently train and coach Circulation Assistants
- Not averse to cash handling, technology, or continuously evolving library systems

Working Conditions

- Day, evening, and weekend hours required
- Lift up to 50lbs with assistance
- Push and steer fully loaded book cart
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Circulation Assistant



Reports to Department Head
Department: Access Services
Classification: Non-exempt, regular full-time / part-time, hourly

General Statement

Under the direction of the Access Services Department Head and the Circulation Specialist, the Circulation Assistant performs all circulation functions, including checking out and discharging materials, processing library card applications, updating patron records, handling payments, processing holds and interlibrary loan requests, notifying patrons when items are available for pickup, empty book drops, and search for lost items. This position requires strong attention to detail, and the ability to communicate procedures and policies to patrons in a positive and friendly manner.

Responsibilities

- Check in/out materials, and process holds
- Processes and sort materials accordingly
- Utilizes online and app based resources (Outlook, Workflows)
- Answers phones and directs calls as necessary
- Processes library card applications/updates patron records
- Familiarity with library services and materials offered to inform patrons
- Copy and fax documents for patrons
- Print and mail service notices
- Receive and process cash and credit card payments
- Assists in interdepartmental coverage as needed
- Other duties as assigned

Qualifications and Education

- High School Diploma/G.E.D. required; preference given to associates degree or Technician Assistant Certificate
- Customer service experience preferred but not required
- Problem solving and prioritizing skills preferred
- Must not be averse to physical labor, cash handling, or technology

Working Conditions

- Evening and weekend hours required
- Lift up to 50lbs of materials with assistance
- Push and steer fully loaded book cart
- Stand for extended periods of time
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Technical Services Specialist



Reports to Department Head
Department: Access Services
Classification: Non-exempt, regular full-time, hourly

General Statement

Under the direction of the Department Head, this position processes materials for shelves, repairs materials as needed, assists with collection organization, and keeps the user catalog up to date. The Technical Services Specialist assists in Circulation duties when necessary, and provides excellent patron service. They work flexibly and collaboratively with all member of the library staff to ensure an excellent user experience for patrons. The Technical Services Specialist should have excellent communication skills, knowledge of and willingness to learn computer skills, strong attention to detail, and the ability to prioritize and plan ahead, being cognizant of turnaround time for project completion.

Responsibilities

- Catalogs and processes materials accurately and efficiently
- Assists Department Head in completion of daily duties
- Assists Department Head with scheduling and coordinating projects; works with team members to complete projects
- Assists in library material acquisition
- Trains and guides Technical Services Assistant
- Data entry, including prepping invoices and maintaining materials order records
- Other duties as assigned

Qualifications and Education

- High school diploma/G.E.D. required; preference given to associates degree or Technician Assistant Certificate
- Strong problem solving, prioritizing, and delegating
- Strong attention to detail

Working Conditions

- Lift up to 50lbs with assistance
- Push and steer fully loaded book cart
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Technical Services Assistant



Reports to Department Head
Department: Access Services
Classification: Non-exempt, regular part-time, hourly

General Statement

Under the direction of the Department Head, this position processes materials for shelves, repairs materials as needed, assists with collection organization, and keeps the user catalog up to date. The Technical Services Assistant aids in Circulation duties when necessary, and provides excellent patron service. The Technical Services Assistant should have excellent communication skills, knowledge of and willingness to learn computer skills, strong attention to detail, the ability to prioritize and plan ahead, and be cognizant of turnaround time for project completion.

Responsibilities

- Catalogs and processes materials accurately and efficiently
- Works with team members to complete projects
- Assists in the acquisition of library materials
- Assists Department Head and Technical Services Specialist in completion of daily duties
- Repairs damaged materials when needed
- Other duties as assigned

Qualifications and Education

- High school diploma/G.E.D. required
- Knowledge of, or willingness to learn library software and procedures

Working Conditions

- Lift up to 50lbs with assistance
- Push and steer fully loaded book cart
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing

Alpha Park Public Library District

Job Description

Access Services Page



Reports to Department Head

Department: Access Services

Classification: **Entry Level—Temporary**, part-time, hourly

General Statement

A library Page shelves materials neatly, accurately, and promptly. This position has firsthand knowledge of library materials' locations, where and who can provide additional resources for patrons, and is familiar with the policies and general procedure of the library. A Page works with all members of the library staff to ensure excellent user experience for all patrons. Daily shelving and shelf reading should be done with diligence and precision. Other duties include assisting the Department Head and Access Services Specialist with weeding, shifting, cleaning, sorting materials, stocking printers and copy machines with paper, and taking recycling to the dumpster.

Responsibilities

- Shelving and shelf reading of library materials
- Removal of trash and recycling to dumpsters
- Assist with circulation projects
- Other duties as assigned

Qualifications

- Current High School Student
- Strong attention to detail

Working Conditions

- Evening and weekend hours required
- Lift up to 50lbs with assistance
- Able to move/steer a fully stocked book cart
- Stand for extended periods of time
- Standing/sitting for extended periods of time; ability to move safely and easily from sitting to standing