

Outagamie Waupaca Library System
Position Description

Title: Circulation Specialist
Classification: Library Assistant

General Description

The Circulation Specialist provides support to the staff of OWLSnet member libraries in the effective use of the circulation module of the integrated library system (ILS.) The position consults with member libraries to answer questions, provide statistical reports and troubleshoot problems. Duties also include special projects as assigned. The Circulation Specialist functions under the supervision of the OWLSnet Manager and is responsible for reporting regularly to the OWLSnet Manager.

Specific Duties:

- A. Supports circulation activities for the OWLSnet automation network.
 - 1. Consults with member libraries regarding the effective use of circulation functions of the ILS, including offline circulation.
 - 2. Responds to questions from users about using the circulation module.
 - 3. Troubleshoots member library problems with circulation functions.
 - 4. Responds to questions regarding circulation policies and procedures.
 - 5. Works with the ILS vendor to solve problems, keeps track of solutions to existing problems and shares solutions with appropriate staff.
 - 6. Prepares monthly Ecommerce reports.
 - 7. Assists with preparation and maintenance of documentation regarding circulation policies, procedures and best practices.

- B. Assists the OWLSnet Manager in managing the integrated library system.
 - 1. Performs routine database cleanup, including holds, item records and patron records.
 - 2. Performs routine ILS software maintenance including cleanup of internal data tables.
 - 3. Responds to questions and troubleshoots problems of the ILS Reporting module.
 - 4. Runs reports for member libraries monthly and on demand, including weeding reports and special circulation activity reports.
 - 5. Creates and maintains documentation of how to run common reports.
 - 6. Configures administrative ILS settings to manage loan rules and patron blocks for member libraries.
 - 7. Assists the OWLSnet Manager in compiling data for library annual reports.

- C. Other duties as assigned or required, including, but not limited to the following:
 - 1. Works on various automation-related projects as assigned.
 - 2. Attends Administrative Advisory Committee, user group and other appropriate automation-related meetings.
 - 3. Helps prepare minutes and handouts for AAC meetings.

4. Serves as a backup for the Administrative Assistant and Office Assistant in running notices and daily reports and sorting books.
5. Serves as backup support for questions pertaining to the Acquisitions module.
6. Serves as occasional substitute circulation staff at member libraries.

Desirable Background

- Experience providing public services in a public library setting.
- Experience providing telephone or on-site customer and technical service support.
- Knowledge of TLC CARL-X Integrated Library System.
- Intermediate Microsoft Excel skills.
- Some Microsoft Access or SQL skills.

Requirements

- High school diploma required; bachelor's degree preferred.
- Good interpersonal skills including the ability to communicate effectively both orally and in writing.
- Ability to organize and process details accurately.
- Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
- Ability to learn, use and instruct others in the effective use of the OWLSnet integrated library system, particularly circulation and reporting functions.
- Proficiency in using computers, including proficiency with Windows operating system, spreadsheets, word processing, email, and web browsing applications.
- Ability to sit for extended periods.
- Ability to stretch, bend and reach, and push or pull a cart of books.
- Ability to sustain prolonged visual concentration and keyboarding activity.
- Willingness to work flexible hours.