



**DATE ISSUED:** 02/14  
**FLSA:** Exempt  
**PTO:** VCS

## **JOB DESCRIPTION**

### **TITLE**

Coordinator, Circulation Services

### **JOB SUMMARY**

Performs responsible coordination of the public Circulation area of the Library. The Circulation department is responsible for receiving fines and fees, payments from users, delinquent payments and collections, oversight for reserve materials, and maintenance of the library's physical collections. The position is responsible for supervising staff and the daily operations of the Libraries Circulation department, insuring policies and procedures are followed and enforced. Responsible for all daily transactions in the Circulation area and testing of system upgrades, new releases, and maintaining the Library's state-of-the-art integrated management system involving all circulation functions. Work is performed under moderate supervision with latitude for the use of independent judgment. Performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ORGANIZATIONAL RELATIONSHIPS**

*Reports to:* Manager, Access Services

*Supervises:* Library Assistant III, II, Student Assistants

### **ESSENTIAL DUTIES** - *May include, but not limited to the following:*

- Coordinates the daily operations of the Libraries Circulation Department all three Campuses insuring that protocols are followed and enforced. Including, oversight for reserve materials, fines, and maintenance of the library's physical collections.
- Supervises 3 full-time staff including recruiting, hiring, training, evaluation and other personnel issues.
- Coordinates circulation projects that include database maintenance, statistical analysis, and system performance.
- Runs statistical analyses, reports, interprets policies, assigns system security, and handles front-line customer complaints.

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- Tests and implements system upgrades, new releases, and maintains the Library's state-of-the-art integrated management system involving all circulation functions.
- Communicates and collaborates with faculty and administrators from other departments both within and outside of the Library.
- Documents procedural instructions and recommends policy changes based upon data analysis and experience.
- Resolves customer service issues with regard to services and fees.
- Coordinates needs to insure adequate Circulation desk coverage in addition to staffing for any extended hours that the Library is open during final exams.
- Creates and distributes a monthly newsletter for all Circulation staff to insure ongoing communication within the Department.
- Responsible for establishing job standards for subordinate staff and effectively evaluating staff under charge. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### **ADDITIONAL DUTIES**

- Coordinates the use of the Office of Technology's Computer Lab within the Library and communicates system needs regarding student issues and needed supplies.
- Develops and analyzes statistical data regarding Library collections and services.
- Coordinates the staffing and organization of the library inventory process.
- Coordinates the blocking/unblocking of student records in the University's Colleague system for library fines and fees.
- Performs other duties as requested.

### **EDUCATION**

Bachelor's degree required.

### **EXPERIENCE**

Two years of library or academic experience is required.

### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

**KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Knowledge of University and departmental management policies, financial procedures and accountability.
- Knowledge of safety and risk management, information organization and management.
- Knowledge of copyright.
- Ability to learn and apply knowledge.
- Ability to supervise, manage, be detailed oriented, analytical, problem solving, accountable.
- Working knowledge of office practices and methods.
- Ability to perform detailed advanced computer work.
- Ability to learn library related computer programs.
- Ability to access and use library resources effectively.
- Ability to work in a rapidly changing environment.
- Ability to communicate and work effectively with others in writing, orally, by telephone or e-mail, and in person.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

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**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.***

***All positions at Texas Woman’s University are deemed security sensitive requiring background checks.***