

## POSITION DESCRIPTION

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**Title: Circulation Information Specialist - (Part Time, Contingent)**

**Collective Bargaining – Contingent - Ineligible**

**Contingent positions are not eligible to participate in collective bargaining.**

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### **JOB SUMMARY:**

The Circulation Information Specialist is primarily responsible for providing service at the St. Mary's College of Maryland public circulation desk on the main floor of the Library & Archives. The Circulation Information Specialist will work evenings and weekends and works closely with library circulation interns in maintaining library services and assists users with questions. When working with the library circulation interns, the specialist would be responsible for coaching behaviors in the moment, addressing mistakes, correcting mistakes and demonstrating the correct processes and communicating to the Customer Service Supervisor any issues that require intervention (disciplinary/termination/etc.). The Circulation Information Specialist will also be responsible for facilitating social media presence that helps promote the library's outreach and engagement. The Circulation Information Specialist reports to the Customer Service Supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Responsible for following the policies and procedures as defined in the St. Mary's College of Maryland employee handbook and the Library Circulation manual.
- Staffs the public circulation desk, including such tasks as:
  - Answers telephones
  - Assists users with the returning and loaning of materials
  - Assists users with directional help and answers basic informational questions
  - Maintains circulation organization and ensures work space remains clean and orderly
- Daily maintenance and troubleshooting of equipment, including such tasks as:
  - Refills paper supply in printers and photocopiers
  - Clears paper jams and replaces computer printer toner cartridges as needed
  - Submits service requests using our on-campus ticket system
  - Directs patrons to the appropriate resource for all technology issues/questions
- Monitors the library circulation intern's performance in assigned job tasks and communicates issues to the Customer Service Supervisor:
  - Assists in training process of new hires as well as their ongoing development
  - Assists in the ongoing development of the library circulation interns
  - Models appropriate behaviors in the workplace as defined in the Guidelines for Patrons Service and Circulation Employee Code of Conduct

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- Maintains holds shelf according to established policy and procedure:
  - Keeps materials in alphabetical order and organized for easy access
  - Ensures student employees are processing holds according to the circulation policy and procedure
- Shelves materials using Library of Congress Classification System:
  - Pre-shelves returned materials in call-number order
  - Assists in auditing student employee shelf reading assignments and coaching behaviors in the moment
- Processes University System of Maryland and Affiliated Institutions (USMAI) materials:
  - Prepares requested items received for use by patrons
  - Loans and returns materials
  - Processes incoming/outgoing mail
- Responsible for creating and posting social media content pertaining to Library & Archives and SMCM related events and news:
  - Follows all social media posting policy and procedure as outlined in the library Drive
  - Collaborates with Customer Service Supervisor on all content prior to posting
  - Uses Canva or related content creative tools
  - Works with student employees to design and execute ideas on a regular basis

**MINIMUM QUALIFICATIONS:**

- Education: High school diploma or GED equivalent required.
- Experience Required: Familiarity with Microsoft Office and/or Google Drive programs required.
- Experience Preferred: Previous experience working in library public services and/or retail customer service preferred.
- Must be flexible and adaptable.
- Must be detail-oriented, reliable, and dependable.
- Excellent communication skills required.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.