



**Mansfield/Richland County
Public Library**

JOB DESCRIPTION

Circulation Services Coordinator

Applications will be accepted until 5:00 p.m. on Friday, May 8, 2026.
Please submit current resume and letter of interest with application, listing a minimum of two professional references. Applications can be found at all MRCPL locations and on our website:
www.mrcpl.org/about/employment

Reports to:	Deputy Director	FLSA Status:	Exempt
Pay Grade:	30; \$64,500.80 to start	Location:	Main Library

Positions Supervised: Circulation Services Clerks, Resource Sharing Clerks, Volunteers

POSITION SUMMARY: Under broad supervision of the Deputy Director, the Circulation Services Coordinator is generally responsible for designing, directing, supervising, coordinating and evaluating all Circulation related services, initiatives, policies, and procedures at all Library locations.

QUALIFICATIONS:

1. Bachelor's degree in Business Administration or related field **required**; MLIS preferred.
2. Three to five years of supervisory experience, including training, work delegation, scheduling and evaluating performance, in a customer service setting.
3. Three to five years of experience working in a public library setting **required**, with circulation experience preferred.
4. Advanced computer skills using Microsoft Office, GSuite, internet and email
5. Ability to read, write, speak and understand English
6. Reliability and above average work attendance with ability to work flexible schedule including day, evening and weekend hours
7. Physical requirements: Engage in extended periods of sitting, standing, walking, bending, stooping, kneeling, twisting/turning and stretching to shelve materials throughout the library on shelves of varying heights from above shoulders to below knees. Engage in intermittent periods of climbing stairs, typing and viewing computer monitors, lifting and carrying equipment and materials occasionally weighing 40 – 60 pounds and pushing loaded book trucks weighing 75 - 100 pounds or more on tile or carpet. Must be able to use hands and fingers to grasp, handle and manipulate materials and operate tools and controls, including computers, phones and office equipment. Occasionally required to get on hands and knees to look for materials that have fallen under the shelves or stand on step stool 14 ½ inches high to reach upper shelves.

8. Favorable results of pre-employment background check.
9. Reliable transportation in order to meet work requirements.
10. Valid vehicle operator's license is required, with acceptable driving record and current vehicle insurance. Travel is required.
11. Required at time of hire: proof of eligibility to work in the United States.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Library policies, procedures and operations, including emergency response (acquired after hire)
2. Knowledge of safe work practices and safe lifting techniques (acquired after hire)
3. Knowledge of Dewey Decimal System and alphabetization principles (acquired after hire)
4. Knowledge of the principles, theories, concepts, functions and services of a public library and of library administration (acquired after hire)
5. Advanced knowledge of the library's circulation systems and related policies and procedures (acquired after hire)
6. Ability to accurately count money and reconcile accounts
7. Ability to simultaneously manage duties and complete work with multiple interruptions and distractions.
8. Ability to resolve issues through research and application of library policies and procedures.
9. Ability to understand and follow specific instructions
10. Ability to work independently in the absence of close supervision
11. Ability to prioritize work and efficiently carry out assigned tasks and projects.
12. Ability to perform tasks in areas where seating is not provided, unless reasonable accommodation is requested
13. Ability to remain mentally alert, focusing attention on detail and accuracy
14. Skill in exhibiting an attitude of professionalism, including tact, good judgment, dependability and courtesy
15. Excellent organizational skills and attention to detail and accuracy
16. Experience leading and mentoring staff to adapt to change and to grow in the profession
17. Ability to provide oral and written instructions to staff clearly and concisely
18. Ability to assume responsibility and demand accountability, when necessary
19. Ability to plan, schedule and supervise staff and their assignments fairly and consistently

ESSENTIAL CORE COMPETENCIES

All MRCPL employees are expected to continuously demonstrate the following:

1. Basic computer skills with demonstrable ability to use applications in Windows environment including Microsoft Office products, internet use and email
2. Ability to efficiently, effectively and positively meet the library needs of internal and external customers
3. Ability to use good judgement and common sense when making decisions, based on Library policies and procedures, to the best interest of the Library, staff and public
4. Ability to communicate effectively, both orally and in writing
5. Ability to adapt and adjust to changing situations
6. Ability to troubleshoot and correct basic technology problems
7. Awareness of community events, resources, attractions and demographics
8. Understanding of Library policies and applicable local, state and federal laws and the ability to interpret and communicate this information to staff and customers and ensure the Library's compliance
9. Knowledge of and ability to use the content of the Library's website, online catalog and Integrated Library System

10. Awareness of the attributes and library needs of particular customer groups and the ability to apply that knowledge through materials, services and programming
11. Understanding and support the Library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual (Intellectual Freedom)
12. Ability to identify and prioritize work needs
13. Ability to establish and maintain effective working relationships with supervisor and other staff members and work collaboratively with others to achieve organizational goals and objectives
14. Knowledge of and compliance with the Ohio Ethics Law and the Code of Ethics and values of the Library
15. Ability to promote and support the fundamental purpose of the public library, its mission, vision, culture and structure

ESSENTIAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Consistently provide superior customer service.
2. Model behaviors that exemplify superior customer service.
3. Handle multiple interruptions at once, sustaining productivity and accuracy.
4. Exhibit professional, courteous and approachable demeanor at all times.
5. Supervise and adequately perform all aspects of department operations.
6. Act as a leader and assist others to adapt to growth and change.
7. Collaborate with other Coordinators on new and changing circulation services, policies, and procedures and act as a key advisor to administration when new services and loan policies are being considered.
8. Work at the Public Service desk as needed, and professionally and non-judgmentally provide quick and accurate answers.
9. Engage with Main Library customers and Circulation staff to handle questions and resolve complaints, as appropriate.
10. Using good judgement and common sense, deal tactfully and professionally with customers to resolve issues, based on Library policies and procedures, to the best interest of the Library, staff and public.
11. Provide expert advice and recommendations for resolving Circulation issues to Branch Managers, when requested.
12. Utilize Customer records, customer counts, and other statistical information to evaluate patterns and trends, providing a monthly report to the Deputy Director.
13. Regularly evaluate and identify Circulation Services training needs system wide.
14. Create and conduct employee Circulation Services training.
15. Manage system-wide billing and fine collection processes, including monitoring customer accounts sent to collection and replacement or payment for lost or damaged materials.
16. Ensure that money mailed to the Library to satisfy fines is properly received and credited to the sender's account.
17. Meet and communicate frequently with the Deputy Director on all issues and together set goals and develop objectives for Circulation Services, system wide.
18. Maintain customer records, system wide.
19. Serve as a member of the Coordinator's Group and attend Leadership Team meetings, working cooperatively with the Director on matters related to Library policies, procedures, projects and plans.
20. Oversee Resource Sharing (SearchOhio and OhioLink), process reports to and from the consortium, and manage associated purchase orders.

21. Interpret Library policy and procedure to staff and public as appropriate.
22. Participate in budgetary planning and monitor spending of moneys in assigned areas.
23. Represent the Library publicly at meetings and other activities, as directed.
24. Monitor and evaluate the effectiveness, efficiency and quality of system wide Circulation Services, policies and procedures, bringing recommendations to the Deputy Director as appropriate.
25. Supervise staff and volunteers, planning, organizing and directing work activities, participating in hiring, conducting orientation and training, preparing performance evaluations and recommending disciplinary action if needed.
26. Develop teamwork by setting standards for effective work behavior and demonstrating them consistently.
27. Hold regular staff meetings and act on issues raised in such meetings in a timely manner.
28. Provide timely feedback to employees.
29. Document and handle conflict situations, including disciplinary procedures, appropriately and consistently, working in cooperation with the HR Coordinator to address and resolve such situations in a timely manner.
30. Deal quickly and appropriately with emergency situations in accordance with library policies and procedures.
31. Maintain regular and predictable attendance.
32. With reasonable accommodation, meet the physical requirements and perform essential tasks and responsibilities reliably within 6 months of on-the-job experience and training.

ADDITIONAL TASKS AND RESPONSIBILITIES:

Note: The duties listed below illustrate but do not limit the tasks performed by persons in this classification.

1. Adhere to, support and effectively implement Administration and Board policy, procedures and core values.
2. Coordinate training and supervision for department volunteers.
3. Regularly attend Branch Manager meetings.
4. Balance Reconciliation Logs to the circulation system daily.
5. Collaborate with the Community Engagement Coordinator to monitor and evaluate web and social media for accuracy and appropriate and current content.
6. Recommend and implement policies and system or departmental procedures, evaluate effectiveness and suggest revisions as needed.
7. Oversee physical space, layout trends, space needs and usage in the Department and bring safety or maintenance concerns to the attention of the Facilities Coordinator.
8. Engage actively in professional development through training, reading, association memberships, meetings, and involvement in other relevant activities.
9. Utilize professional resources and connections to monitor changes in the field.
10. Act as Person In Charge (PIC) as requested, and work Sunday rotation when scheduled.
11. Attend meetings as scheduled by the Deputy Director.
12. Attend Staff Development Day, and additional workshops and seminars as assigned.
13. Perform additional tasks as required by the upward chain of command, which moves from the Circulation Services Coordinator to the Deputy Director to the Director.