

Job Title: **Circulation Associate - Volunteer Coordinator**
Department: Circulation Department
Reports To: Director of Circulation Services
FLSA Status: Non Exempt
Prepared Date: 08/18/2026
Pay Grade: 5

POSITION SUMMARY

This position provides support to the Director and Assistant Director of Circulation Services in the daily operation of the Circulation Department. The position involves frequent interaction with patrons and staff while performing circulation, customer service, and department administrative functions. The Circulation Associate provides guidance and support to Circulation staff and promotes the consistent application of departmental procedures, policies, and service standards.

The Circulation Associate also coordinates the Library's volunteer program, serving as the primary contact for prospective and active volunteers. This position works collaboratively with departments throughout the Library to identify volunteer opportunities and needs, facilitate appropriate volunteer placements, and support the effective coordination of volunteer services.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Other duties may be assigned.)*

- Provides friendly, efficient customer service while performing circulation functions, including check-in, check-out, renewals, sorting, shelving, shelf reading, and maintaining an orderly collection.
- Manages the Library of Things collection, including assigning storage locations for new items, preparing staff instructions, processing required waivers, and monitoring item check-ins and checkouts.
- Assists with Home Delivery services by preparing and checking out materials for delivery.
- Assembles welcome packets for new library cardholders.
- Inspects library materials and initiates cleaning, repair, replacement, withdrawal, or reordering as needed.
- Issues new library cards and renews patron accounts.
- Organizes and processes Book Club Reserve collections.
- Serves as a liaison to the Friends of the Library and attends meetings as assigned.
- Assists with missing materials recovery procedures.
- Supports the School Outreach Coordinator with departmental projects and services.
- Interprets and enforces Library policies and procedures while maintaining the confidentiality of patron records.
- Maintains daily circulation records and performs routine clerical, data entry, telephone, computer, and general office duties.
- Assists in the training, mentoring, and onboarding of Circulation staff and provides guidance on procedures and workflow.
- Assists with overdue billing and collection procedures.
- Maintains department inventory and orders circulation and office supplies as needed.

Job Description

- Coordinates the Library's volunteer program and serves as the primary contact for volunteer inquiries.
- Screens volunteer applications, conducts interviews and orientations, and coordinates placements across Library departments based on interests, skills, and departmental needs.
- Provides program-level oversight of volunteers and works with assigned department director to address conduct or performance concerns in accordance with Library policy.
- Coordinates teen and student volunteer placements, including service-learning, and maintains volunteer records.
- Assists with volunteer recognition activities and prepares periodic reports on volunteer program participation.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibility for paid Library staff. Volunteers are supervised day-to-day by the department to which they are assigned. The position provides program-level oversight of volunteers, including orientation, placement, and works with the director of the assigned department to address conduct or performance concerns.

EDUCATION and/or EXPERIENCE

Associate Degree and/or equivalent education and experience. Experience coordinating volunteers, interns, or student workers is preferred.

OTHER SKILLS AND ABILITIES

- Strong organizational skills with the ability to prioritize and manage multiple tasks accurately and efficiently in a fast-paced public service environment.
- Excellent customer service, interpersonal, oral, and written communication skills.
- Ability to learn and effectively use computers, library technology, and relevant circulation software.
- Ability to work independently with minimal supervision and contribute effectively as part of a team.
- Ability to interpret and apply Library policies and procedures, exercise sound judgment, and maintain confidentiality.
- Ability to remain calm, patient, and professional when handling challenging situations or working under pressure.
- Ability to interview and evaluate volunteer applicants using consistent and equitable criteria and provide clear direction and constructive feedback.
- Ability to work effectively with volunteers of varying ages and backgrounds, including teens, while maintaining appropriate safety and confidentiality practices.
- Demonstrates a positive, enthusiastic, and service-oriented approach to working with patrons, staff, volunteers, and community partners.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, divide, and calculate proportions and percentages.

LANGUAGE SKILLS

Ability to communicate effectively in Standard English both on the phone and in person. Bilingual skills, including Spanish, are desirable but not required.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand for long periods of time, frequently required to walk, and occasionally required to sit. This employee uses hands to handle and process different library materials. The employee must also stoop, kneel, and crouch to locate and organize library materials. It is necessary to listen to and talk with patrons. This employee must be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The noise level in the work environment is usually quiet.