

Spokane County Library District

CLASSIFICATION: N07

POSITION TITLE: Interlibrary Loan Clerk

GENERAL PURPOSE:

Processes all interlibrary loan requests for the District.

POSITION SUMMARY:

Under the direction of the Collection Services Manager, processes interlibrary loan requests for the District's customers. Assists customers and staff members to resolve problems associated with interlibrary loan requests. Processes requests from other libraries to borrow District materials.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Processes interlibrary loan requests on OCLC or other utility for the District's customers; processes requests from other libraries to borrow District materials.

Assists customers and staff members to resolve problems associated with interlibrary loan requests.

Advises Collection Services Manager on vendor-initiated changes in interlibrary loan software or processes.

Interacts with customers regarding interlibrary loan materials.

Assists with collection maintenance by checking bibliographic records on local system.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS: Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- Personal computers and associated software, integrated library systems, and the Internet;
- Library operations and services.

Ability to:

- Work effectively with co-workers and other district staff members;
- Accept and follow instruction, set priorities, handle details, and multi-task;
- Use initiative, problem solving skills, and judgment;
- Communicate effectively both orally and in writing;
- Use computer systems and various software programs;
- Prioritize tasks, meet deadlines, work accurately, and maintain confidentiality.

MINIMUM QUALIFICATIONS:

Persons applying for a position of this class should have:

High School Diploma or equivalent; three years full-time clerical experience including one year of related library experience, preferably in a public library. AA degree in related field may substitute for two years of

experience, **or** any equivalent combination of education, training, or experience that assures satisfactory performance of the essential job functions.

Valid driver's license and normal risk insurability.

TOOLS AND EQUIPMENT USED:

General office equipment including personal computer with associated office software; multi-line telephone, fax, or copy machine and calculator.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed primarily in an office environment while sitting at a desk or computer terminal for extended periods of time. Some travel to a variety of locations to perform work and/or attend meetings may be required. Physical exertion to lift supplies, books, and other materials; repetitive motion using arms and wrists, bending and stretching to retrieve and sort library materials may also be required. Hearing, speaking, and listening to individuals in person and by telephone; reading materials in print and electronic format; using a keyboard, mouse and viewing a computer monitor; and meeting deadlines,

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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.

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.

FLSA Class: Non-Exempt

Salary Range: N07

Revised: 07/20/04