

Position Title	Collection Services Associate – Interlibrary Loan		
Working Title			
FLSA Status	Eligible	Job Code	0750
Salary Band	A3	Revised	1/2019

### General Purpose

Under moderate supervision within established procedures, this position processes interlibrary loan requests for District customers; processes requests from other libraries to borrow District materials.

### Illustrative Examples of Duties and Responsibilities

Organizes and maintains records interlibrary loan requests; verifies, locates, and replies to interlibrary loan requests; sends out requested materials. Replies to status checks; maintains custom holdings,

Maintains records of interlibrary loan transactions, correspondence files, and custom holdings. Compiles and reports interlibrary loan statistics, including regional courier statistics.

Sends requests for materials online; receives and logs materials borrowed from other libraries; checks-in materials, and processes overdue items and invoices. Ensures borrowed materials are returned to lending libraries.

Works with Integrated Library System circulation software to determine interlibrary loan item status and location; checks out interlibrary loan items by creating brief bibs; places and traps holds; routes items; renews items.

Collaborates with regional courier delivery service to ensure materials are labeled properly and delivery problems are promptly resolved; answers questions for libraries;

Works with District staff to record and prepare interlibrary loan invoices and notices/letters for damaged and/or lost items.

Interacts with customers regarding interlibrary loan materials; assists customers and staff members to resolve problems associated with interlibrary loan requests.

Fosters and maintains effective working relationships with nationwide interlibrary loan staff and vendors.

Alerts Collection Services Director to vendor-initiated changes in interlibrary loan software or processes.

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

Participates in establishing and revising departmental procedures regarding interlibrary loan practices.

Performs other related duties as assigned.



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250  
Argonne Library  
509.893.8260

Cheney Library  
509.893.8280  
Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320  
Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340  
North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390  
Spokane Valley Library  
509.893.8400

## Supervision

Reports to: Collection Services Director

Supervises: N/A

## Minimum Qualifications

### Required

- Associate's degree
- Three years' recent clerical experience including one year of related library work experience, preferably in a public library.

### Preferred

- Bachelor's degree

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

## Necessary Knowledge, Skills & Abilities

### Knowledge of

- Library operations and services.

### Skill in

- Use of computer systems and associated software, Integrated Library System, OCLC, and the Internet and Web resources.

### Ability to

- Communicate effectively with staff and others, both orally and in writing
- Consistently demonstrate effective customer service behavior(s);
- Interact in a professional and respectful manner with District staff, vendors, outside ILL staff and the public;
- Maintain confidentiality of customer information;
- Establish and maintain effective working relationships in a team environment;
- Use initiative, problem-solving skills, and sound judgment;
- Work quickly and accurately; follow directions; meet deadlines.

## Work Environment/Physical Demands

Work is performed primarily in an office environment while sitting/standing at a desk for extended periods of time. This position requires frequent contact with staff and vendors. Multiple interruptions, troubleshooting, and solving problems requiring research and interpretation are illustrative of the environmental requirements of the position.



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An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or book truck.

### Special Requirements

- Criminal background check required.
- Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
- Must be able to travel to other locations to perform work, and/or attend work-related meetings, workshops or conferences.

*The duties listed above are intended only as illustrations of the 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.*



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