

Position Title	Collection Services Associate – Interlibrary Loan		
Working Title			
FLSA Status	Eligible	Job Code	0750
Salary Band	A3	Revised	09/2021

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 of 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.

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

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

May perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other related duties as assigned.

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.

Supervision

Reports to:	Collection Development Librarian
Supervises:	N/A

Minimum Qualifications

The ideal candidate will have three years customer service experience with at least one year experience in a public library.
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The District may accept an equivalent combination of education and experience in lieu of the above.

Necessary Knowledge, Skills & Abilities

Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification, or the ability to learn to use the system
	Library services and resources.
Skill in	Use of Microsoft Office and other software applications
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, other library 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

Work is performed primarily in an office environment. The noise level is usually quiet to moderate.

Work may be performed outdoors and exposure to extreme weather conditions may occur. May be eligible for remote work.
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Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.
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May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart.

May be required to perform duties outdoors, in various weather conditions.
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Special Requirements

Background check required, per policy

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 various locations to perform work, and/or attend work-related meetings, workshops or conferences.

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.