
Library Assistant-Interlibrary Loan Services

REPORTS TO: Director
JOB CLASSIFICATION: Part Time
STATUS: Non-exempt
REVISED: 8/18/15
REVIEWED:

BASIC FUNCTION:

Under the supervision of the Circulation Supervisor and direction of the Technical Services Librarian, the Library Assistant performs the same tasks as the Circulation Assistant but with added paraprofessional responsibilities that directly support library services and require specialized training. Plans, organizes, and manages the proper functioning of interlibrary loan services. This is a customer service position requiring extensive interaction with the public and other staff members.

The Library expects all employees to observe and develop our core values of: Motivation, Positive Attitude, Respect for Others, Strong Commitment to Customer Service, Sense of Humor, Integrity, Honesty, Tolerance and Flexibility.

RESPONSIBILITIES:

- Understands and is able to perform all jobs related to Circulation Assistant Position, including but not limited to: general desk duties including answering telephone and directing calls, circulation of library materials, check in magazines and newspapers, holds processing, fine/fee payments, processing library card applications, scheduling/confirming meeting room reservations, recording statistical usage (in-house, honor, etc) and other similar responsibilities.
- Maintains the library's magazine and newspaper collection: submits claims for undelivered issues to Adult Services Librarian, maintains an accurate list of all current periodical subscriptions received throughout the library, and checks in magazine and newspaper issues received by the library.
- Processes interlibrary loan requests on OCLC or other bibliographic utility for library patrons. Processes requests from other libraries to borrow materials. Verifies, locates, and replies to interlibrary loan requests; sends out requested materials via courier and mail. Maintains records of interlibrary loan transactions, correspondence files, and custom holdings.
- 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; place and trap holds; route items; renew items.

- Organizes and maintains folders of interlibrary loan requests; replies to requests; prints requests; replies to status checks.
- Collaborates with regional courier delivery service to ensure materials are labeled properly and delivery problems are promptly resolved; answers questions for libraries; reports monthly statistics.
- Works with Circulation Supervisor to record and prepare interlibrary loan invoices for payment for damaged and lost items. Sends letters to alert libraries that a borrowed item is significantly overdue and borrowing privileges will be blocked if item not paid for and account cleared.
- Interacts with customers by phone or email 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.
- Advises Technical Services Librarian and Director on 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 library procedures regarding interlibrary loan practices.
- May provide training of staff as directed. May serve on library committees.
- Performs other tasks as assigned.

EXPERIENCE AND EDUCATIONAL REQUIREMENTS:

- Completion of high school or GED.
- Prior customer service experience.
- Advanced computer experience with standard office software, including Microsoft Office products, email, and internet usage.
- Knowledge of library principles and practices and the ability to put them into practice.
- Must be able to meet and maintain Kentucky Department for Libraries and Archives (KDLA) certification requirements.

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.

Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the work day. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) book trucks. Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.



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The job description is not a contract between the Library and the employee. The Henry County Public Library is an at will employer. The job description duties may be changed at the discretion of the Library and/or the Library may request the employee to perform duties that are not listed on the job description.