

South Holland Public Library

16.0 Job Descriptions



16.7 JOB TITLE: Interlibrary Loan Assistant
DEPARTMENT: Circulation Services
REPORTS TO: Head of Circulation Services

POSITION SUMMARY:

This non-exempt, full-time position is responsible for handling material requests, reserve functions, providing circulation services to users, and may provide supervision for the department when the Circulation Assistants or the Head of Circulation Services is absent.

Responsibilities and Duties:

- Provides friendly, courteous and accurate service to all users.
- Responsible for all incoming and outgoing SWAN interlibrary loan requests and materials.
- Responsible for placing, processing and returning holds for all users, including reciprocal borrowers.
- Prints daily pick list and processes materials to fulfill requests.
- Checks newly processed material for holds.
- Processes and places holds for materials requested from non-SWAN databases.
- Maintains holds shelf by removing expired holds.
- Maintains interlibrary loan files and supplies.
- Responsible for facilitating interlibrary loan and reciprocal borrowing bills between libraries.
- May assist in supervising Circulation Services staff in the absence of the Circulation Assistants or the Head of Circulation.
- May assist in resolving problems that arise with patron records and other circulation functions.
- May assist in maintaining patron and billing records.
- May count and record daily fines and other cash receipts.
- Maintains various statistics as directed by the Head of Circulation Services.
- Works at the Circulation Desk as needed.
- May assist in the cleaning and shelving of music CDs, DVDs, Blu-rays, magazines and newspapers.
- Attends continuing education events.
- Assists in maintaining an appropriate atmosphere in the library.
- Helps maintain a procedure manual for the department.
- May serve on internal library committees.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

Knowledge, Skills and Abilities:

- Knowledge of circulation and interlibrary loan practices, procedures and techniques.
- Ability to set priorities, make decisions, and exercise discretion with users and staff members.

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- Ability to prioritize work and meet established deadlines.
- Ability to handle multiple and simultaneous tasks.
- Ability to supervise Circulation staff members.
- Knowledge of the Dewey decimal system, integrated library systems, and circulation policies and procedures.
- Knowledge of computers and the Internet, Microsoft Office products and other relevant software programs.
- Ability to communicate effectively, both in writing and verbally.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Interlibrary Loan Assistant.
- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

Minimum Qualifications:

- High school diploma.
- Minimum of two (2) years of public library experience.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.