

S P O K A N E C O U N T Y L I B R A R Y D I S T R I C T

Job Title	Interlibrary Loan Associate		
Reports to	Collection Development Librarian	Supervises	N/A
FLSA Status	Eligible for overtime	Remote Work Status	May be eligible for remote work
Revision Date	April 2024	Salary Band	A3
Working Hours	While the District will make a good faith effort to maintain regular, predictable schedules, employees are expected to be available to work a variety of hours; working hours are subject to change and employees are scheduled according to the needs of the District which may include days, evenings, and weekends.		
Required	Background & driver license check		

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

Qualifications	
The ideal candidate will be able to build relationships at all levels, have three years of customer service experience with at least one year of experience in a public library.	
The District may accept an equivalent combination of education and experience in lieu of the above.	
Ability to	Analyze and use reasoning to logically solve problems and contribute to the solution of problems related to District services
	Communicate effectively with staff and customers
	Establish and maintain successful team relationships
	Exercise interpersonal sensitivity while working effectively with individuals of diverse cultures, interpersonal styles, abilities, motivations, or backgrounds
	Follow directions and work quickly and accurately to meet deadlines
	Interact in a professional and respectful manner with staff and customers, demonstrating positive customer service behaviors
	Interpret, apply, and support system wide policies, procedures, and services
	Maintain confidentiality of customer information
	Model behavior for high levels of service
	Travel to a variety of locations to perform work and/or attend work-related meetings and trainings
	Use initiative, problem-solving skills, and sound judgement
	Work with and troubleshoot office machines, such as copiers
Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification
	Library services and resources
	Microsoft Office and other software applications
Other	OCLC
	Valid driver license and required insurance when operating a privately-owned vehicle for business purposes

Job Duties

The duties listed 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.

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.

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.

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

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

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

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

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

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

Enforces the Code of Conduct.

Works to resolve internal and external customer issues effectively and with a customer-first mentality; refers to other departments or staff as necessary.

In addition, this position may:

- May clean and disinfect work and public areas.
- May perform seasonal tasks such as shoveling snow and spreading ice melt.
- Sort and shelve materials.

Performs other duties as needed or as directed.

Work Environment

Work is performed in a shared workspace environment.

The noise level is usually low.

Work may be performed outdoors and exposure to extreme weather conditions may occur.

Physical Demands

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

Psychological Demands

Make decisions, learn new tasks, remember processes, maintain focus performing repetitive duties, communicate with customers and other staff, interact with or witness interactions with individuals who may be angry, hostile, experiencing mental and/or physical health issues.