

Interlibrary Loan Assistant Job Description

Reports to: Technical Services Librarian
Part-time, Covered by Bargaining Unit

Summary: Performs interlibrary loan (ILL) duties for materials borrowed and loaned between Finger Lakes Library System (FLLS) member libraries and institutions outside FLLS, and performs circulation tasks related to correctional facilities.

Responsibilities:

- Processes incoming borrowing requests from in-system patrons.
- Processes incoming lending requests from out-of-system institutions, including ALA requests.
- Receives and processes all materials from and to out-of-system institutions.
- Creates new patron accounts and requests (both loan and copy) in Polaris and WorldShare.
- Schedules return of packages to reflect mailing restrictions and minimize postage costs.
- Copies and sends copy requests.
- Monitors ILL activity in Polaris and WorldShare.
- Monitors and responds to ILL email and updates patrons/libraries on requests' status, including renewals and overdue items.
- Maintains monthly ILL statistics and records for tracking circulation to correctional facilities.
- Processes member library material to and from correctional facilities.
- Creates invoices/does billing for lost and damaged items.
- Maintains supplies of ILL paper and forms.
- Empties drop box.
- Suggests changes to enhance efficiency of ILL services and reports issues to the Technical Services Librarian.
- Attends meetings, workshops, and conferences as appropriate and as funds allow.
- Additional duties as assigned.

Knowledge and Experience:

- Strong commitment to excellent customer service.
- Excellent interpersonal, problem solving, and organizational skills, including the ability to prioritize.
- Exceptional attention to detail.
- Ability to search online catalogs effectively.
- Basic knowledge of computers, Microsoft Office applications, and office equipment.
- Knowledge of public libraries and library procedures desired.
- Knowledge of OCLC WorldShare and integrated library systems, such as Polaris, desired.

Requirements:

- Two-year college degree and library work experience or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
- Ability to lift 50 pounds.

Hours: Part-time (25 hours per week) Monday-Friday.