

Job Description: Interlibrary Loan Assistant

Interlibrary Loan Assistant

Reports to: Technical Services Librarian

Full time, covered by Bargaining Unit (UAW 2300)

Summary:

Performs interlibrary loan (ILL) duties for materials borrowed and loaned between Finger Lakes Library System's libraries and institutions outside the Finger Lakes Library.

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.
- Maintains supplies of ILL paper and forms.
- Packages and mails items.
- Empties drop box.
- Assists page with sorting room duties as needed.
- 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.
- Assists with projects when assigned.

Knowledge and Experience:

- Knowledge of OCLC WorldShare and integrated library systems, such as Polaris, desired.
- Strong commitment to excellent customer service.
- Excellent interpersonal skills, problem solving skills, 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.

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:

Full-time (35 hours per week) Monday – Friday.