

Winnefox Library System Position Description

Position: Interlibrary Loan (ILL) Specialist
Full-time, non-exempt position

Date: July 31, 2019

General Purpose:

Providing interlibrary loan services (both lending and borrowing) for 30 member libraries allows member libraries to provide ILL services to their patrons (borrowing) & other libraries (lending) with limited staff time & training, enabling them to focus more of their time & resources on other services.

Supervisor: Assistant Director

Supervises: Interlibrary Loan Pages

Salary Matrix Level: D

Essential Duties and Responsibilities

Duty / Responsibility	Performance Standards
ILL Page Supervision	
Advertises for, interviews, and hires ILL pages.	Competent staff are available to ensure ILL & delivery run smoothly.
Evaluates page performance	Pages perform adequately. Addresses inadequate performance by counseling and developing an improvement plan.
Advises the Assistant Director in disciplinary matters.	Recommends disciplinary action when necessary. Imposes disciplinary action.
Documents performance problems and disciplinary action	Performance and disciplinary actions are properly documented and filed appropriately.
Create page schedules and adjust for time off, delivery changes, & closings.	Adequate staff are scheduled so work is completed in a timely manner. Staff hours are kept within the allocated amount.
Train new employees & provide additional training as needed for current staff.	Employees have sufficient knowledge of ILL procedures to accurately process ILL requests.
Create documentation to assist in training.	Staff are able to complete usual daily tasks without much intervention.
Fill in for pages as needed due to absence.	Adequate staff are available to complete work.

Monitor page workflow, assign individual duties.	ILL activities and the handling of materials runs smoothly.
Coordinate unpacking & sorting of system and statewide deliveries.	Handling of delivery materials runs smoothly.
Supervises processing of incoming ILL requests from around the state & country.	Items requested are processed in a timely manner.
Oversee packaging and mailing of ILL items being loaned to other libraries. Assign page to take mail to post office each day (or arrange to have office staff take mail when short-staffed).	Materials are processed for delivery to borrowing libraries so library users receive the items they request.
Oversee ILL returns processing. Inspect returned items for damage or missing parts. Discharge intact items. Update items to "complete" in ILL software.	Loaned materials are processed and returned to the member library, and any damaged items are billed to the borrowing library.
Referral of ILL borrowing requests on behalf of member libraries	
Set up & maintain ILL software, and ALA lending contact information.	Member libraries receive the items requested in a timely manner, or a reply indicating the item cannot be filled.
Establish reciprocal lending agreements when possible.	Materials are obtained free of charge whenever possible.
Maintain & update lists of lenders we charge.	Revenue is accrued via electronic ILL Fee Management (IFM) from libraries that charge to fill requests & that are willing to pay our fee.
Verify citations using WorldCat Resource Sharing, other libraries' online catalogs, online databases, or internet sources.	Existence is proven of the item being requested; an accurate citation improves the possibility of the request being filled.
Search for & choose appropriate bibliographic records, then select potential lending libraries based on internal priorities using custom holdings. If no custom holdings found, check policy files. Send request.	ILL requests are referred only to potential lenders that have a high probability of supplying the item.
Update lenders' shipped requests as having been received by a member library.	The lending library receives acknowledgement that the borrower is aware the item has shipped.
Re-search unfilled requests to find additional potential lenders, create & send new request if possible.	All potential borrowing locations are checked to increase the likelihood that the item is obtained.
Inform member library when request cannot be filled.	Requesting library is notified that the item is unavailable through ILL.
Provide alternatives to ILL when appropriate. (e.g. full text in Google Docs, articles found full text in database or online).	An ILL request is avoided, and the borrower obtains the item faster than if waiting for document delivery.

Respond to conditional messages.	Review and accept or refuse restrictions required by a lender.
Provide additional information as requested.	Member libraries' questions are answered, as are those of lending & borrowing libraries.
Assist member libraries with Interlibrary Loan	
Train & provide support to ILL staff at member libraries.	Member libraries have sufficient knowledge of ILL practices and protocols to provide services to their patrons.
Answer questions & troubleshoot problems regarding delivery & ILL.	Staff receive replies to questions/concerns in a timely manner.
Request renewals.	Patrons are able to borrow materials for an extended period of time, when lenders allow it.
Check the status of requests.	Member libraries are able to get an update of a request's status.
Act as intermediary between member libraries & lenders to resolve issues.	Member libraries are supported and advocated for if a concern arises (overdue item, bill for lost items, etc.) between borrower & supplier.
Resolve issues regarding ILL policies and practices.	Libraries have the knowledge necessary to provide ILL service to their patrons.
Records/billing	
Maintain files pertaining to borrowing & lending and compile statistics.	Accurate statistics are available as needed, and for annual reports.
Contact borrowing library when items are returned damaged or are missing parts. Determine whether billing is necessary.	Items are returned or replacement cost is paid.
Prepare invoices for lost or damaged materials. Refer long overdue items to administration for further billing.	Borrowing libraries are kept accountable for returning or paying replacement cost of materials, and payments for lost/ damaged items are sent to the owning library.
Maintain accurate records of overdue notices & bills sent as well as bills paid along with corresponding ILL requests.	Records of notices and bills can be found in Winnefox files.
Maintain supplies for ILL & delivery and distribute as needed. (Routing flags, delivery box cards, ILL forms, etc).	Sufficient supplies of items are on hand at all times. Libraries receive requested supplies in a timely manner.

Communication with libraries outside Winnefox	
Answer questions, troubleshoot problems.	Enquirers receive replies to questions/concerns in a timely manner.
Resolve problems related to lost or damaged items.	Borrowing libraries are kept accountable for the return or payment of replacement cost of materials
Renew materials & respond to renewal requests.	A borrowing library's patrons are granted an extended loan period, when possible.
Provide expertise to libraries that need training or advice.	Library staff are advised on protocol necessary to be a responsible member of the resource-sharing community.
Handle special requests outside of normal ILL.	Requests outside the boundaries of traditional ILL are processed in a timely manner.
Send conditional reply or email when additional information is needed.	Details are provided when necessary in order to fulfill an ILL request.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to supervise the work of subordinate clerical staff members.
- Ability to establish and maintain effective working relationships with other staff, and member librarians.
- Willingness to attend relevant statewide meetings and conferences.
- Writing and editing skills in a variety of media, including print, electronic and digital.
- Computer skills including confident use of personal productivity software (word processing, spreadsheet, email, calendaring, presentation.)
- Inter-personal skills; capable of working in a team environment.
- The ability to clearly and patiently explain how and why tasks are to be performed.
- Skill in communicating effectively with people from diverse backgrounds.
- Ability to prioritize tasks.
- Ability to handle multiple projects and deadlines.
- Ability to adapt to change; willingness to teach and learn new ways of doing things.

REQUIRED EDUCATION AND/OR EXPERIENCE

Associates degree or equivalent

Minimum of two years library experience.

Supervisory experience desirable.

TOOLS AND EQUIPMENT USED

Typical office equipment, computers and software including computer workstation, barcode reader, calculator, fax machine, photocopier, telephone, and printers.

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.

While performing the duties of this job, the employee may be required to stand for extended periods of time; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee may be required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push objects weighing 60-80 pounds on carts, and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

Typical office environment.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview; background check; and job-related tests may be required.

The duties listed above are intended only as illustrations of the various 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.

This job description does not constitute an employment agreement between the employer and employee. It is subject to change by the employer as the needs of the employer and requirements of the job change.