

INTERLIBRARY LOAN ASSOCIATE

(Range 116)

DEFINITION

Performs a variety of work related to the borrowing and lending of material as part of the operation of the Interlibrary Loan Department.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction and supervision from the Access Services Manager.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Processes and fills Interlibrary Loan (ILL) requests for District customers; processes and fills requests from other libraries to borrow District materials.
2. Reviews borrowing and lending ILL requests for accuracy and relevance; utilizes research methods to identify and locate required material to fill requests.
3. Prepares borrowing and lending materials in a timely manner ensuring compliance with the time constraints of the American Library Association (ALA) ILL Code; prepares and affixes appropriate paperwork and tracking information to ensure the books arrive at the correct destination.
4. Reviews, processes, and fills ILL article requests.
5. Manages materials borrowed from other libraries as well as District materials lent to other libraries; resolves overdue materials including billing of unreturned items.
6. Updates and maintains records in ILL management software to reflect the appropriate status of ILL requests and the associated materials.
7. Works independently and provides departmental coverage.
8. Provides information and instruction to staff and customers regarding ILL policies and procedures; interacts via telephone and email with District-wide staff, customers, and other libraries.
9. Keeps abreast of ILL trends and advises Access Services Manager on changes to Interlibrary Loan Code, software, or processes.
10. Participates in revising departmental procedures regarding ILL practices.
11. Receives, empties, sorts, and processes ILL packages arriving from a variety of mail delivery services; prepares items to be sent via mail delivery services.
12. Prepares, submits, and summarizes various routine and non-routine reports.

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13. Utilizes personal computers, library services platforms, the Internet, email, and online tools and resources.
14. Maintains a safe environment for staff.

Marginal Functions:

1. Attends and participates in meetings as needed.
2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Public library and Interlibrary Loan principles, practices, and techniques.
2. Current code, trends and developments in Interlibrary Loan.
3. Advanced research techniques.
4. Automated library systems, on-line tools and resources, and the Internet.
5. Library Services Platform system records and functionality.
6. Library District and Interlibrary Loan Department policies and procedures.
7. Record keeping principles and methods.
8. Library District terminology and functions.
9. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Provide excellent customer service.
2. Train customers and staff in the use of Interlibrary Loan services.
3. Exercise good judgment and make sound decisions.
4. Plan and organize work assignments for accurate and efficient results.
5. Work quickly and accurately.
6. Work independently and as part of a team.
7. Establish and maintain effective working relationships with those contacted during the course of work.
8. Accept and manage change and maintain flexibility.

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9. Understand and follow written and oral instructions.
10. Communicate clearly and concisely, both orally and in writing.
11. Maintain the mental capacity for effective interaction and communication with others.
12. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
13. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. The use of personal computers and associated software.
2. The use of automated library systems.
3. The use of library and general office equipment.

Training and Experience:

Bachelor's degree required. Computer experience required; one (1) year library experience required; customer service experience preferred; or an equivalent combination of education, training, and experience that provides the necessary knowledge, skills, and abilities.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for frequent walking and standing; frequent lifting and carrying objects of light weight (5 - 10 pounds), and occasional lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, reaching, stooping, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and standing, or sitting for extended periods of time.

Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

LAS VEGAS - CLARK COUNTY LIBRARY DISTRICT

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FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: APRIL 10, 1998

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NOVEMBER 28, 2000
MARCH 13, 2018
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JANUARY 15, 2019**