**CITY OF BELLINGHAM**

**JOB DESCRIPTION**

**JOB TITLE:** **Interlibrary Loan Specialist** **UNION:1937**
**SG:106**
**CLASS TITLE:** **Library Specialist 1** **CS:N**
**FLSA:Y**
**DEPARTMENT:** **Library** **EEO4CODE:PP**
**ENTRY/PROMOTIONAL**

## JOB SUMMARY:

Provides effective and efficient interlibrary loan service for Bellingham Public Library patrons and other libraries. Performs research to locate library materials requested, arranges loans of materials to and from other institutions, and returns materials to lending institution. Interacts closely with other institutions, requiring knowledge of the interlibrary loan protocols and policies of other institutions, the ability to work independently and be accountable for borrowed and lent materials. Performs public service work.

## SUPERVISORY RELATIONSHIPS:

Reports to the Head of Circulation. Works independently under general supervision and the guidance of City and departmental policies and procedures. May receive daily assignments from higher classified staff. Provides day-to-day direction to Pages and volunteers.

## ESSENTIAL FUNCTIONS OF THE JOB:

1. Processes interlibrary loan requests – borrowing for our patrons and lending to other libraries:
   - Receives requests for items not in our collection. Performs an in-depth search, utilizing various library, OCLC (Online Computer Library Center) and world-wide sources. Uses bibliographic search techniques to locate requested materials. Verifies interlibrary loan requests for accuracy.
   - Prepares and transmits requests to other libraries via OCLC, and other library catalogs (via Internet), telephone, mail, email, or FAX using knowledge of interlibrary loan policies and protocols.
   - Receives requested material, verifies item for accuracy, and prepares item for patron. Updates patron accounts with the interlibrary loan fees, titles of items and due dates. Notifies patrons of availability.
   - Receives requests, electronically and manually, from other libraries to borrow Bellingham Public Library materials. Verifies in our holdings the availability of the item. Processes paperwork and material to be loaned to requesting library.

2. Maintain interlibrary loan statistics

3. Trains and provides daily direction to other staff in interlibrary loan functions, as needed.

4. Supervises the payment of invoices for interlibrary loan charges and fees by our patrons. Submits billing invoices to borrowing libraries for lost interlibrary loan items.

5. Performs public service desk duties such as checking library materials in and out, inspecting materials for damage, issuing borrower's cards, answering phones, referring patrons to other Library areas and collecting fees.

## ADDITIONAL WORK PERFORMED:

1. Serves as part of the Circulation Support Team to provide backup for various functions.

2. Sorts daily mail delivery.

3. Performs any duties within the Library Specialist 1 or lower classification and other duties of a similar nature or level.

## PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- Thorough knowledge of library policies as they relate to interlibrary lending.
- Current documentation for interlibrary loan databases, applications and upgrades.
- Web-based research procedures and communication techniques.
- Filing systems and the ability to maintain accuracy.
- General knowledge of the library collection.

Skills:
- Interpersonal sensitivity sufficient to recognize the special needs and concerns of children and adults.
- Excellent oral communication skills.

Ability to:
- Read, understand and apply the policies, procedures and protocols for Interlibrary Loan of the American Library Association, OCLC, and the Bellingham Public Library.
- Proficiently use the Bellingham Public Library online catalog, OCLC database, other bibliographic tools, and Internet search engines.
- Communicate with patrons, co-workers, and others using courtesy, tact, and good judgment.
- Remain calm and effective when dealing with disruptive behavior.
- Plan and organize workload effectively, with accuracy and attention to detail
- Work independently, set own priorities, devise own work methods and follow general library protocols and procedures.
- Motivate, train, organize, prioritize and supervise.
- Be flexible and work with frequent interruptions.
- Perform complex duties with little or no direction given.
- Operate computer terminal for input and retrieval of data, and a variety of other standard office equipment.
- Develop and maintain statistical data.
- And willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.

**WORKING ENVIRONMENT:**

Duties are performed indoors with frequent interaction with co-workers and with the public. Work is performed extensively at a computer work station with periods of prolonged sitting or standing. The work station may be shared with other staff. Frequent walking, lifting and carrying required. The employee is required to use hands and small tools to prepare materials for shipping and to open packages and boxes. Environment includes a normal range of noise and other distractions working around specialized library equipment and standard office equipment.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

- Two years of post secondary course work preferably in library science or library technology with course work in cataloging preferred. Bachelor's degree preferred
- One year of experience in a library support position.
- Experience with interlibrary loan procedures, systems and policies preferred.
- **OR** equivalent combination of education and/or experience that provides the applicant with the necessary knowledge and skills.

**NECESSARY SPECIAL REQUIREMENTS:**

- Must pass Washington State adult/child abuse records and must pass criminal conviction checks prior to hire.
- Must be willing to work various shifts depending upon the needs of the library, including evenings, weekends and holidays.

**PREPARED BY:** Library Support Class Study Task Force
6/07

**REVIEWED BY:** _____
Pam Kiesner, Library Director

REF:LIInterLibraryTech.jd.doc