



CLASSIFICATION NO. 252
Established: 5/19
FLSA: Non-Exempt
EEO: 5

INTERLIBRARY LOAN SPECIALIST

CLASS CHARACTERISTICS

Under general supervision, to provide, maintain and coordinate the centralized interlibrary loan services utilized by all libraries within the Clackamas County Library District; to prepare, evaluate, maintain and distribute statistical data and reports to library customers; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Business and Community Services (BCS) is responsible for the LINCC Library Services (Library Network) office, which offers a variety of centralized services and support to the independent, autonomous member libraries of the LINCC (Libraries in Clackamas County) cooperative. BCS is also responsible for Public Library Services which provides informational, recreational, community, and cultural services to the public. Public Library Services currently includes the Oak Lodge Public Library.

The Interlibrary Loan Specialist coordinates centralized interlibrary loan activities and processes for the member libraries of the LINCC cooperative. The incumbent evaluates and processes all interlibrary borrowing and lending requests that involve obtaining non-LINCC materials for LINCC patrons, and lending LINCC materials to non-LINCC libraries/institutions. The Interlibrary Loan Specialist is expected to be thoroughly familiar with library circulation and interlibrary loan procedures, and to independently perform and provide interlibrary loan services.

The Interlibrary Loan Specialist differs from Library Assistant which performs a variety of routine library support and circulation duties with a primary focus on direct patron service. It differs from the Law Library Assistant which performs library support and collection maintenance activities requiring some familiarity with legal research, resources and reference materials to assist patrons. It also differs from Librarian 1 which provides professional library services and programs such as reference and readers' advisory, collection development, programming, and evaluation of services and long-term needs.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Reviews, responds to, and processes patron interlibrary borrowing requests for materials from non-LINCC libraries; evaluates borrowing request to confirm material is not available locally within member libraries and that request meets borrowing criteria; enters request into electronic systems; monitors, updates and communicates status of request; works with LINCC staff who perform materials handling to deliver requested material to patron.

2. Reviews, responds to, and processes interlibrary lending requests received from non-LINCC libraries for LINCC-owned materials; evaluates lending request to ensure conformance with LINCC lending policies; locates appropriate material within LINCC collection to fulfill lending request, and requests material from owning library; enters and updates status of request and materials in electronic systems; coordinates with materials handling staff to send items to requesting library/institution.
3. Provides interlibrary loan assistance and information to patrons, LINCC staff, and outside libraries/institutions via email and telephone; resolves problems associated with interlibrary loan borrowing and lending requests; responds to status checks and recall requests; monitors and addresses overdue borrowed/lent materials; collects information regarding damaged/lost items and coordinates with appropriate office staff for billing and collections.
4. Compiles, prepares, verifies and distributes various statistical reports to department management and LINCC libraries such as interlibrary loan statistics and activities, general LINCC circulation statistics, and demand management reports.
5. Participates in developing and revising interlibrary loan processes and procedures; reviews vendor initiated or other changes in interlibrary loan software or processes; evaluates feedback from libraries, patrons, and partner institutions; recommends modifications and enhancements to workflow to improve efficiency and speed of interlibrary loan processing; implements approved changes; communicates and collaborates with materials handling staff to ensure timely and proper sending/receipting of interlibrary loan materials.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Library methods, procedures practices, and terminology; relevant library classification system; library collection location; basic library cataloging and classification methods and procedures; basic English composition, spelling, and arithmetic; computer equipment, online systems, and related library software; word-processing; data entry and record keeping systems.

Skill to: Deal tactfully and courteously with the public served, library staff, and vendors/suppliers; communicate effectively, both orally and in writing; effectively and accurately perform a wide range of responsible office and library duties; perform multiple tasks simultaneously; utilize computer system for input, search and retrieval of information; collect, search, process and interpret data; interpret and apply rules and standards of the LINCC cooperative and applicable professional organizations; establish and maintain effective working relationships with other employees, the general public and staff of other libraries; promote library activities to ensure effective operations.

WORKING CONDITIONS

Duties require continuous walking/moving, standing for extended periods, frequent squatting, kneeling, bending, twisting, reaching forward and overhead, fine motor control, and the ability to lift 35 pounds, lift and carry 20 pounds, overhead reach 5 pounds, and push/pull 20 pounds. Duties also involve exposure to dust and odors/fumes including strong perfumes.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of one (1) year of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check, which may include national or state fingerprint records check.

Employment is contingent upon passing a post-offer physical assessment. Accommodation requests will be reviewed on an individual basis in compliance with state and federal legislation.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.