

Job Description
Interlibrary Loan Assistant
Winnefox Library System
Full-time, Non Exempt Position
System Support Classification, Level 2S

Under supervision of Interlibrary Loan Librarian, performs a variety of technical and clerical duties for the Winnefox Library System Interlibrary Loan Department.

Duties/Examples of Work

The following is a list of representative duties. As such, it is not meant to be exclusive. Other duties may be assigned that may reasonably follow and relate to essential tasks. This job description may be modified from time to time as the needs of Winnefox Library System and the position change.

1. Work with interlibrary loan software. Perform such duties as: verify ILL items, refer ILL requests, reply to ILL requests, maintain custom holdings, answer questions and provide technical support to ILL staff at member libraries, etc.
2. Work with WALS circulation software. Perform such duties as: find ILL item status and location; check out ILL items, place holds, fill send lists, route items, renew items, etc.
3. Work with e-mail software. Perform such duties as: organize and maintain e-mail folders of ILL requests, reply to requests, print ILL requests, reply to status checks, etc.
4. Work with spreadsheets software. Perform such duties as: run reports, compile interlibrary loan statistics, etc.
5. Work with system and statewide delivery. Perform such duties as ensure materials are labeled properly, troubleshoot delivery problems, answer questions for libraries, fill requests for routing flags, etc.
6. Schedule, train, and provide guidance to Interlibrary Loan Pages.
7. Refer bills for long overdue notices to Winnefox administrative staff to invoice borrowing libraries.
8. Processing ILL materials and paperwork for delivery of material to libraries.
9. Answer the telephone.
10. Maintain supply stocks in areas of responsibility.
11. Fill in for Interlibrary Loan Pages in their absence.
12. Represent Winnefox Library System at interlibrary loan meetings.
13. Other duties as required.

Knowledge and Abilities

1. Ability to effectively present information and respond to questions from staff.
2. Familiarity with the Dewey Decimal and Cutter systems.
3. Ability to learn assigned technical and clerical tasks readily.
4. Ability to follow detailed oral and written directions.
5. Ability to operate personal computers and peripherals properly.
6. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
7. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with co-workers, peers and supervisors.
8. Keyboarding and filing ability.
9. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
10. Working knowledge of English grammar and spelling.

11. Working knowledge of library methods and procedures.
12. Working knowledge of Microsoft Office.

Environmental and Physical Demands of the Position

1. Typical office environment.
2. Ability to work in confined spaces.
3. Bending/twisting, reaching and feeling.
4. Far vision at 20 feet or further; near vision at 20 inches or less.
5. Fingering: keyboarding, writing, filing, sorting.
6. Lifting and carrying: 50 pounds or less.
7. Handling: processing, picking up and shelving books.
8. Pushing and pulling: objects weighing 60-80 pounds, on wheels.
9. Sitting, standing, walking, climbing and stooping.
10. Talking and hearing; use of the telephone.
11. Hold a valid Wisconsin Driver's License.

Mental Requirements

1. Ability to apply technical knowledge.
2. Ability to comprehend and follow instructions: effectively follow instructions from supervisor.
3. Ability to deal with abstract and concrete variables.
4. Ability to interpret technical regulations and instructions.
5. Communication skills: effectively communicate ideas and information both in written and verbal form.
6. Reading ability: effectively read and understand information contained in memoranda, reports and bulletins, etc.
7. Time Management: set priorities in order to meet assignment deadlines.
8. Ability to operate computer workstation and other library business machines with speed and accuracy.

Equipment Used

Computer workstation, postage meter, computer printer, CD-ROM reader, barcode reader, book truck, telephone, fax machine, calculator, photocopier.

Education and Experience

High school diploma or equivalent. Minimum of two years paraprofessional library experience or a combination of education and experience judged sufficient to carry out the essential functions of this position.

