This position description identifies the major responsibilities of this job.

**I. POSITION PURPOSE**

The purpose of the Technical Services Specialist - ILL is to serve as the key customer contact for the inter-library loan process. The ILL Specialist courteously responds to customer requests and quickly and efficiently processes material orders for the Collection Development department.

**II. RELATIONSHIPS**

The ILL Specialist reports to the Director of Technical Services. This position works closely with the team members in the Technical Services department. This position works with other libraries, departments, vendors and customers. The position also works directly with customers to assist them with requests and resolve general issues. Provides excellent customer service demonstrating the ability to communicate effectively with people regardless of age, race, sexual orientation, ability level or background.

▪▪ **III. PRIMARY DUTIES AND RESPONSIBILITIES**

**Interlibrary Loan Tasks – 70 – 80%**

* Processes ILL requests for materials using relevant software applications and searches for
* materials in various electronic databases including OCLC and the PCCLD catalog.
* Provides customer services by handling ILL requests, providing status on orders, preparing notifications for material pickup, issuing fines for damaged or lost materials, explaining library policies and resolving customer issues.
* Creates invoices in the ILS system and sends invoices to partner libraries, as needed.
* Maintains ILL records, statistics and prepares reports.

**Collection Development Assistance – 20 – 30%**

* Assists with physical maintenance of the library district’s media collection.
* Processes material orders for Collection Development using on-line systems. Prepares and ships materials.
* Receives shipments of new library materials in a variety of formats whether by purchase, donation or other method. Physically prepares materials for delivery to the customer as needed. Matches media to original requests. Verifies accuracy of information provided on shipping slips. Manages discrepancies.
* Calls customers to follow-up on material orders that cannot be filled and offers options whenever possible.
* Builds good working relations with vendors and other libraries’ interlibrary loan staff. Supports PCCLD’s reputation as a reliable library partner by quickly and accurately lending and returning ILL materials.
* Coordinates the leased book program, processes leased book returns and sends returned books back to the original vendor in a timely manner. May perform physical processing of materials such as printing and adding labels, RFID tagging, property stamping and applying protective jackets and packaging.
* Demonstrates an interest in materials’ quality and performs maintenance tasks on AV materials to ensure all material sets and series are complete.
* Stays attentive to details and performs clerical tasks such as filing, faxing, correspondence, compiling and tracking information, data entry and other duties as required.
* Supports team efforts to maintain a safe and secure environment for customers and staff by maintaining awareness of surroundings and working in accordance with safety policies and procedures.
* Participates in regularly scheduled department meetings. Attends All Staff Development Days and other training sessions to acquire new skills and to stay current on all information that is pertinent to PCCLD.
* Reads daily organizational communications from intranet, e-mail, newsletters and print announcements. Stays current on all library services, programs and events throughout the district. Regularly accesses electronic time keeping, payroll and personnel employee access systems.

**IV. OTHER DUTIES AND RESPONSIBILITIES**

May serve on library committees as a department representative.

Performs other duties as needed.

**V. QUALIFICATIONS**

**Education and Experience:**   Requires two years of college, Associates Degree or library certification; or four years of experience with demonstrated knowledge of collection development and inter-library loan services. Bachelor’s degree preferred.

**Knowledge, Skills and Abilities**

* Excellent communication skills including customer service skills with the ability to listen and resolve customer issues.
* Computer skills: ability to use on-line ordering systems, ILS software, create spreadsheets, documents, use the internet and e-mail,
* Requires the ability to actively participate and contribute as a team member as well as work independently, follow instructions and use good judgment.
* Demonstrated computer skills are required with the ability to use on-line systems to order materials, use email, internet, electronic timekeeping and employee access database.
* Ability to quickly learn and use library ILS software, databases and e-services with the ability to instruct customers on their use.
* Attention to detail, accuracy in data entry and organizational skills are needed to maintain orderly records and files.
* Math and analytical skills are needed including the ability to prepare statistical reports.
* Ability to function under flexible and changing conditions.

**Physical Requirements** Must have the ability to do repetitive work including hours of standing, bending, kneeling, shelving, lifting, pushing and pulling. Must be able to lift objects weighing up to 50 pounds and push / pull a fully loaded book cart weighing up to 200 pounds.

**Other Requirements** Must be able to work a flexible schedule including days, evenings and weekends. Must submit to and successfully pass a criminal background investigation.

Equal Opportunity Employer.