



JOB DESCRIPTION – LAS VEGAS-CLARK COUNTY LIBRARY DISTRICT

JOB TITLE: Interlibrary Loan Associate

EXEMPTION STATUS: Non-Exempt

JOB CATEGORY: Administrative Support Workers

BARGAINING UNIT: Non-Supervisor

GENERAL SUMMARY:

Performs a variety of work related to the borrowing and lending of material as part of the operation of the Interlibrary Loan Department at the Las Vegas Clark County Library District (District). Receives administrative direction and supervision from the Access Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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 informed 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. Performs other duties as assigned.

CORE COMPETENCIES:

- Microsoft Word and Excel
- Customer Service
- Record-keeping

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- **EDUCATION:**

Required: Bachelor's Degree.

Preferred: N/A

- **EXPERIENCE:**

Required: Computer experience; one (1) year of library experience.

Preferred: Customer service experience.

- **License or Certification:**

Required: Possess, or have the ability to obtain, a valid Nevada Driver's License at the time of hire.

Preferred: N/A

- **PHYSICAL REQUIREMENTS:** Essential and marginal functions may require 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.

ADDITIONAL KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of Library Services Platform system records and functionality.
- Knowledge of current ILL code, trends and developments.
- Knowledge of District and Interlibrary Loan (ILL) principles, practices, and techniques.
- Knowledge of record-keeping principles and methods.
- Knowledge of correct English usage, spelling, punctuation, and grammar.
- Skill in the use of automated library systems.
- Ability to train customers and staff in the use of ILL services.

DEVELOPED: April 10, 1998

UPDATED: January 15, 2019