

IPLS LIBRARY SYSTEM Job Description

Job Title: Interlibrary Loan and Courier Operations Consultant

Reports To: Director

FLSA Status: Exempt

Date Approved: June 29, 2022

SUMMARY

Responsible for day-to-day aspects of interlibrary loan and courier/delivery operations. Handling of ILL requests includes verification, referral/routing, updating, status checks, and statistics. Courier responsibilities include communication with couriers & libraries about courier operations and issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Manages the ILL clearinghouse day-to-day operations and consults with librarians regarding interlibrary loan problems/questions.

Receives & resends ILL requests using OCLC, WISCAT, e-mail; verifies requests using electronic and print sources; and routes requests according to system & state priorities.

Handles ILL reference/subject/unverified requests by locating materials/information or referring requests as needed.

Works with courier vendor for day-to-day operational issues such as late routes and communicates status with member libraries.

Assists with solving delivery issues.

Gathers ILL & Delivery statistics.

Troubleshoots MORE circulation/hold problems and maintains MORE ILL patron records.

Assists the Resource Sharing and Collection Consultant in their role as WISCAT/ILL trainer.

Assists the Public Services Consultant in the administration and evaluation of the delivery service, and the preparation & monitoring of the budgets for the electronic resources, resource sharing, and delivery services.

Supports the Courier/Office Clerk.

Attends staff meetings, training sessions and ILL meetings as needed.

Other duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Contributes to a positive, team-oriented work environment by being helpful, respectful, and approachable to IFLS staff as well as member libraries.

EDUCATION and/or EXPERIENCE

Associate's Degree; and a minimum of six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret English language library articles/journals, financial reports, and legal documents. Ability to respond to inquiries or complaints from libraries, governmental, and/or other organizations/agencies. Ability to write correspondence and informational documents that conform to prescribed style and format.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to interpret ILL and delivery statistics.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; talk; hear; and use hands/fingers to handle or feel. The employee is required to stand; walk; reach with hands and arms; stoop; kneel; crouch; and crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities that may be required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. A hybrid work environment is possible for this position but travel within the region/state may be required.