

Job Title: Interlibrary Loan Support Specialist
Location: Northern Waters Library Service, Ashland, Wisconsin
Reports to: Director
FLSA Status: Non-exempt
Type of Position: Temporary
Approved by: NWLS Board of Trustees
Date: May 19, 2012

Job Summary: The Interlibrary Loan Support Specialist, under the guidance of the Director, circulates materials to Mail-A-Book patrons, processes interlibrary loan requests, and sorts materials for the delivery service.

Essential Functions and Responsibilities:

1. Circulates materials to Mail-A-Book patrons: process holds, checkouts, and returns.
2. Processes and manages Mail-A-Book requests.
3. Creates Mail-A-Book patron cards and maintains the patron database.
4. Processes interlibrary loan requests for Mail-A-Book patrons and NWLS Clearinghouse.
5. Provides readers' advisory to Mail-A-Book patrons.
6. Processes overdue notices and paging slips for the Mail-A-Book program.
7. Sorts incoming and outgoing materials sent and received via delivery, US Mail, and other methods.
8. Records delivery service statistics.

Knowledge, Skills and Abilities:

1. General knowledge of library circulation practices.
2. Ability to effectively respond to questions from Mail-A-Book patrons.
3. Ability to give careful attention to accuracy and detail.
4. Ability to use computer software (Microsoft Office, shared integrated library system software).
5. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with patrons, peers and supervisors.
6. Working knowledge of English grammar and spelling.
7. Ability to work under pressure to meet deadlines.
8. Ability to work effectively as a team member both independently and in an open busy office setting.

Physical Requirements:

1. Lifting and carrying: 40 pounds or less.
2. Pushing and pulling: objects weighing 40-80 pounds on wheels.
3. Bending, twisting and reaching.
4. Fingering: keyboarding, writing, filing, sorting.
5. Sitting, standing, walking, climbing and stooping.
6. Talking and hearing: use of telephone.
7. Far vision of 20 feet or further; near vision at 20 inches or less.

Mental Requirements:

1. Ability to comprehend and follow directions.
2. Ability to effectively ask questions and seek advice.
3. Ability to deal with abstract and concrete variables.
4. Ability to organize and prioritize tasks and projects.
5. Ability to establish systematic methods of accomplishing goals.
6. Problem solving skills: develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
7. Time management: set priorities in order to meet assignment deadlines.

Work Conditions:

1. Usually works in an office environment. Frequent contact with patrons, staff and delivery personnel, both in person and via phone, fax, and email.
2. Usually works in close proximity to computer terminals and equipment.
3. Occasionally maintains work environment: shoveling, dusting, recycling, cleaning after workshops.

Education, Experience and Training: High School diploma or equivalent required.

Hours: 5-10 hours per week, 4 days/week (Monday-Thursday). Core hours (between 9:00 am and 11:00 am) for delivery of materials.

This job description is meant to describe the general content and requirements of the position. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.