

INTERLIBRARY LOAN ASSOCIATE

(Range 116)

DEFINITION

Performs a variety of para-professional public service work in support of the Library District.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Reference Department Head.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Provides additional support to staff by searching files and automated library systems to locate requested information or materials.
2. Locates books by searching nationwide data bases.
3. Interacts extensively over the telephone and via fax with patrons, district-wide staff and management, and other libraries.
4. Checks out books and materials and forwards to patron.
5. Maintains knowledge of reader advisory services and the circulating collection.
6. Maintains compliance with Library District and Interlibrary Loan Department policies and procedures and explains policies and procedures to patrons and staff.
7. Operates library and office equipment including, but not limited to: copy machine, telephone, facsimile machine, personal computer with specialized search software, and microform reader/printers.
8. Attends miscellaneous meetings and training sessions at meeting sites throughout the district.
9. Maintains a safe environment for staff.
10. Maintains and files records and reports appropriate to the Interlibrary Loan Department.
11. Orders and processes acquisitions of various materials appropriate to the Interlibrary Loan Department.
12. Exercises extensive decision-making skills.
13. Performs basic maintenance or repair on Library Branch equipment.

Marginal Functions:

1. Assists in other departments as needed.

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2. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Public library principles, practices, and techniques.
2. The Library of Congress Classification System.
3. Advanced research techniques.
4. The sources and availability of current information.
5. Automated library systems, on-line tools and resources, and the Internet.
6. Library District and Interlibrary Loan Department policies and procedures.
7. Record keeping principles and methods.
8. Filing practice and procedure.
9. Library District terminology and functions.
10. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Serve customers with patience, tact, and courtesy.
2. Exercise good judgment and make sound decisions.
3. Accept and manage change and maintain flexibility.
4. Work quickly and accurately.
5. Work both independently and as part of a team.
6. Maintain effective working relationships with those contacted during the course of work.
7. Understand and follow both written and oral instructions.
8. Communicate clearly and concisely, both orally and in writing.
9. Maintain the mental capacity for effective interaction and communication with others.
10. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;

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--operating assigned equipment.

11. Maintain effective auditory and visual perception needed for:

- making observations;
- communicating with others;
- reading and writing;
- operating assigned equipment.

Skilled in:

1. Use of personal computers and associated software.
2. Use of library and general office equipment.
3. Use of automated library systems.

Training and Experience:

Bachelor's Degree required. Computer experience required; and library experience or public contact experience required.

Physical Requirements:

Essential and marginal functions may require maintaining a physical condition necessary for 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.

Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

FLSA: NON-EXEMPT

CBA: NON-SUPERVISOR

DEVELOPED: APRIL 10, 1998

REVISED: JUNE 11, 1998
NOVEMBER 28, 2000
MARCH 13, 2018