



## METROPOLITAN LIBRARY SYSTEM

### Job Description

**Job Title:** Interlibrary Loan Technician  
**Reports To:** Collection Services Manager  
**Division:** Collection Services and Development

**Position Code.:** 1061-106  
**Classification:** Non-exempt  
**Date:** 03/2024

#### **JOB SUMMARY:**

Under general supervision, receives and manages requests to borrow materials from and/or lend materials to libraries outside the Metropolitan Library System and performs all related activities.

#### **ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

- Receives requests from MLS customers to borrow materials from other libraries; uses own knowledge of generally accepted interlibrary loan protocols, online interlibrary loan services, and MLS policies and procedures, transmits requests to possible lending libraries.
- Tracks status of requests to borrow and/or lend materials; receives and records receipt of borrowed materials; labels materials borrowed through ILL as such.
- Routes borrowed materials to MLS agencies for customer pickup; receives borrowed materials returned by MLS customers and records return; prepares for return shipment to owning libraries and records shipment.
- Using own knowledge of accepted interlibrary loan protocols, online interlibrary loan services, and MLS policies and procedures, receives requests from other libraries to lend MLS materials; checks availability of materials; if materials are to be lent, requests materials via system reserve process.
- Receives system reserves; labels materials lent through ILL as such; prepares loaned materials for shipment to borrowing libraries; records shipment.
- Receives lent material returned by borrowing libraries; checks in using MLS circulation system; records receipt of return; routes materials to owning MLS libraries.
- Monitors status of materials requested via system reserve; if materials are not received within acceptable time frame, cancels reserve request; updates request to reflect inability to lend.
- Monitors the status of all materials borrowed via ILL; updates pricing information in MLS circulation system to reflect cost for unreturned items.
- Prepares invoices for unreturned materials lent via ILL; routes invoices to borrowing libraries.
- Verifies accuracy of invoices received from lending libraries for lost or long overdue materials or other fees as they are received; forwards invoices to Collection Services Manager for payment approval; maintains necessary files.
- Maintains and reports statistics regarding interlibrary loan services.
- Responds to requests for information and/or assistance from internal and external customers using own knowledge of interlibrary loan protocols, online interlibrary loan services, and the MLS circulation system; diagnoses and resolves problems with ILL requests and/or materials; explains operation of MLS ILL; assists in locating information and/or materials.
- Ensures compliance with accepted ILL protocols and copyright laws.
- Works in a manner safe to the individual and other people; follows safety rules and safe working practices; uses safety equipment as required; and completes required safety training each quarter.
- Defends the principles of the Library Bill of Rights, the Freedom to Read Statement, the privacy of library users' records and the code of professional ethics.
- Performs other related duties and special tasks as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- Personal Computer and printer
- General Office Equipment

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### **Education and Experience:**

- High School diploma or GED; and
- One year of related experience; or,
- Any combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job

##### **Licenses and Certifications:**

- None.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge of:**

- Principles and practices of library science, with emphasis on interlibrary loan
- Automated circulation system
- Recordkeeping, report preparation, filing methods, and records management techniques
- General office procedures, policies, practices, and equipment
- All computer applications and hardware related to performance of the essential functions of the job.

### **Skill in:**

- Communicating clearly and effectively, both orally and in writing
- Preparing clear and concise reports, correspondence and other written materials
- Keyboarding and using a 10-key pad
- Using a computer to accurately and rapidly retrieve data and information
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Interpersonal skills necessary to develop cooperative working relationships with customers, employees, senior management, and others
- Implementing library system policies and procedures

### **Mental and Physical Abilities:**

- Ability to apply logical thinking to solve problems or accomplish tasks; to understand, interpret, and communicate complicated policies, procedures, and protocols.
- Ability to adapt to changing technology and to work smoothly and cooperatively on a variety of procedures
- Ability to understand and carry out oral and written instructions, giving close attention to detail and accuracy
- Ability to deal with problems involving several concrete variables in standardized situations
- Ability to concentrate and pay close attention to detail when entering and/or retrieving technical data
- While performing the essential functions of this job the employee is frequently required to sit, use hands to finger, handle, or feel, and reach with hands and arms

## **WORK ENVIRONMENT:**

- Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.
- The incumbent's working conditions are typically moderately quiet.
- Schedule may include evenings and weekends.

## **SUMMARY STATEMENT:**

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. Any essential function or requirement of this job will be evaluated as an interactive process, as necessary, should an incumbent or applicant be unable to perform the function or meet the requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent or applicant so long as accommodation does not create an undue hardship to the System or if doing so causes a direct threat to the individual or others in the workplace and the threat cannot be eliminated by reasonable accommodation.

NOTE: The System reserves the right to amend or change this job description from time to time and/or assign other tasks for the Employee to perform as the System may deem appropriate.