

Policy HR204: Interlibrary Loan Assistant Job Description

Category: Human Resources

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POLICY

The Interlibrary Loan Assistant is hired by and responsible to the Library Manager. The Interlibrary Loan Assistant provides quality service to the public and assists with interlibrary loan procedures.

PURPOSE

RESPONSIBILITY

- Performs interlibrary loan duties
- In the absence of the Assistant Library Manager, runs holds reports, collects materials, and prepares materials for shipping
- Assists with collection of holds materials and processing and online ordering of non-TRAC items as required
- Manages overdue library materials – notices, posting to database
- Provides check-outs and check-ins of library materials on the automated circulation system
- Registers new members and renews existing card members on the automated circulation system
- Answers reference questions and assists the public with finding appropriate library materials
- Provides reader's advisory services to the public
- Provides computer assistance to the public
- Assists the public with faxing, scanning, and photocopying
- Trains Circulation Clerks on the automated circulation system and procedures
- Liaises with evening Circulation Clerks to ensure they are up-to-date on policies and procedures
- Handles cash as required
- Performs other library duties as required
- In the absence of the Assistant Library Manager, assumes extra duties as required

QUALIFICATIONS

- Post-secondary education in a related field; Grade 12 diploma
- Intermediate computer skills – keyboarding, Word and Excel applications, website maintenance
- Good working knowledge of automated circulation system
- Good interpersonal, verbal, and written communication skills
- Good working knowledge of the internet and social networking applications

DEFINITIONS

PROCEDURE