



## Classification Description

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**Job Title: Library Billing and Interlibrary Loan Associate**      **Pay Grade: 103**

**Job Code: 3985**

**FLSA Status: Non-Exempt**

### **Job Purpose**

This is responsible, technical work performing complex and integral library job functions within a specialty area within the Division of Libraries at an assigned campus library. This position assists the professional staff in the day-to-day operations of the College Library to include circulation, reference, online access to information and other related activities. Work may include coordinating workflow within functional area and supervising student assistants. This position reports to the Access Services Coordinator.

### **General Responsibilities**

#### **Essential Functions**

Point of contact for FSW Library patron billing and interlibrary loan functions for all FSW Library locations.

Processes interlibrary loan requests/borrowing for FSW Library patrons and lending to other libraries, to include books, serials, and audio-visual items.

Fulfills requests for items not in our collection utilizing various library search tools including OCLC.

Uses bibliographic search techniques to locate requested materials. Verifies interlibrary loan requests for accuracy.

Incorporating knowledge of interlibrary loan policies and protocols, prepares and transmits requests to other libraries via OCLC, UBorrow, TBLC, DLLI, telephone, mail, email, or FAX.

Receives requested material, verifies item for accuracy, and prepares item for patron pickup or delivery.

Updates patron accounts with the interlibrary loan fees, titles of items and due dates.  
Notifies patrons of availability.

Maintains interlibrary loan statistics.

Trains and provides daily direction to other staff in interlibrary loan functions, as needed.

## LIBRARY BILLING AND INTERLIBRARY LOAN ASSOCIATE

Supervises the payment of invoices for interlibrary loan charges and fees by our patrons.

Submits billing invoices to borrowing libraries for lost interlibrary loan items.

Performs public service desk duties such as checking library materials in and out, inspecting materials for damage, issuing borrower's cards, answering phones, referring patrons to other Library areas and collecting fees.

Manages and reconciles patron overdues and billing for all FSW Library locations.

Collaborates with Collections Management Librarian for pricing on lost items.

Assists faculty, students and other patrons with general orientation and use of the equipment for print and non-print retrieval; assists student workers at the circulation desk; coordinates and participates in re-shelving.

Provides basic equipment troubleshooting in the Library user areas including copiers, printers, and computers and reports problems to assigned supervisor.

Operates and reports issues of the automated system (Alma) and assists in training as requested by assigned supervisor.

Assists Librarians in helping users with information resources.

Compiles daily, monthly, and annual reports on activities within the Division of Libraries, as requested.

Delivers basic assistance to students in all aspects of computer and printing usage.

Provides equipment troubleshooting for computers and copiers.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Associate's degree from a regionally accredited institution of higher education.

One (1) year of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

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Demonstrated experience using a personal computer, Microsoft Office software applications such as MS Word, Excel and Outlook email. Ability to use library-specific databases.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a willingness to learn policies, procedures, and regulations pertaining to the position.
- Ability and willingness to make presentations in front of various sized groups.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with all constituencies of the College. Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

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Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: October 29, 2021. Revised: July 1, 2023, and July 6, 2023.