



## Classification Description

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**Job Title:** Library Technical Services Representative **Pay Grade:** 106

**Job Code:** 4783

**FLSA Status:** Non-Exempt

### **Job Purpose**

This position involves managing specialized library functions for billing and interlibrary loans and cataloging duties to ensure seamless access to and exchange of resources across multiple campuses. The role requires thorough coordination, hands-on problem-solving, and customer service and relationship management skills to maintain relationships with external library partners, patrons, and faculty.

The Library Technical Services Representative assists faculty, staff, and administration in the day-to-day operations of the College Library including circulation, reference, online access to information, and other related activities. Work may include coordinating workflow within the functional area and supervising student assistants. This position reports to the Assistant Director, Library Services.

### **General Responsibilities**

#### **Essential Functions**

Performs original and copy cataloging for materials in all formats.

Updates holdings in the shared Alma system and OCLC.

Processes items in a timely manner.

Recommends process improvements for acquisitions and cataloging workflows.

Serves as a resource for cataloging and keeps abreast of standards for bibliographic control of library materials.

Collaborates with librarians and library personnel at each campus and center.

Generates and distributes statistical reports as needed.

Generates overdue notices for the College.

Trains and supervises student assistants, where applicable.

Participates in listservs, webinars, and other training to support best practices and new initiatives in cataloging and technical services.

## LIBRARY TECHNICAL SERVICES REPRESENTATIVE

Manages the fulfillment of interlibrary loan requests for borrowing by FSW Library patrons and lending to other institutions, including books and serials.

Remains current with new software to facilitate smooth implementation of borrowing and lending processes for articles (Rapid ILL, OCLC, etc.).

Advocates for additional courier runs to improve efficiency in interlibrary loan deliveries and meet deadlines across campuses.

Fulfills requests for items not in the collection by using various library search tools.

Uses bibliographic search techniques to locate requested materials, verifies items for accuracy, prepares them for patron pickup or delivery, and notifies the requester.

Incorporates knowledge of interlibrary loan policies and protocols to prepare and transmit requests to other libraries via OCLC, UBBorrow, TBLC, telephone, mail, and email.

Communicates with other institutions when clarification is needed to fulfill a request.

Receives requested materials, verifies item(s) for accuracy, prepares for patron pickup or delivery, and notifies requester.

Updates Alma with detailed interlibrary loan notes including title, patron name, due date, and lender information.

Maintains interlibrary loan statistics to support the selection of reliable and consistent lenders.

Manages and reconciles patron overdue accounts and billing for all FSW Library locations.

Serves as the point of contact for patron billing across all FSW Library locations.

Monitors first, second, and third overdue notices for Lee Campus patrons by sending emails and making phone calls to facilitate the return of overdue items before submitting a Lost Items Bill to the Bursar.

Supervises the submission of invoices to the Bursar for interlibrary loan charges and fees owed by FSW patrons.

Collaborates with the Collections Management Librarian to determine pricing for lost items.

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

Assists with Information Desk duties.

Assists faculty, students, and other patrons with general orientation and use of equipment for print and non-print resource access, including use of the KIC scanner.

Coordinates and participates in reshelving of materials.

## LIBRARY TECHNICAL SERVICES REPRESENTATIVE

Mends and covers books in need of repair.

Provides basic troubleshooting of library equipment, including copiers, printers, and computers, and reports issues to the assigned supervisor.

Utilizes and reports issues within the automated ILS (Alma) and assists with training as requested.

Assists Librarians in supporting users with information resources.

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

Attends ongoing professional development related to library technologies (AI, Alma, Rapid ILL, etc.), interlibrary loan protocols, cataloging conventions, and best practices to improve the overall patron experience.

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 to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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

#### **Minimum Qualifications**

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

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

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.

## LIBRARY TECHNICAL SERVICES REPRESENTATIVE

- 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.

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

Approved: April 27, 2026.