EMPLOYMENT OPPORTUNITY

POSITION: INTERLIBRARY LOAN & CIRCULATION SPECIALIST (Classified as: LIBRARY SERVICES SPECIALIST II)

Full-time position available on or after September 15, 2017 for the Library.

ESSENTIAL DUTIES: Under the general supervision of the Dean of Library Services and the day to day lead direction of the Librarian overseeing the Interlibrary Loan unit, this is a combined position; the incumbent in this position is assigned responsibilities in the Interlibrary Loan unit and the Circulation unit. Time distribution is 55% Interlibrary Loan and 45% Circulation; the percentages may change as determined by workflow needs. The position works closely with the Interlibrary Loan Coordinator and the Circulation Coordinator. As Interlibrary Loan Specialist the incumbent is responsible for providing interlibrary services, processing interlibrary lending and borrowing requests, and assists in training and supervising student assistants. As Circulation Specialist the incumbent performs a range of user services functions including opening and closing of the Library, assisting library users, and general oversight of Circulation operation in the absence of other Circulation staff members. The incumbent responds to library wide needs, providing efficient, accurate, professional and courteous service to students, faculty, and staff, as well as outside libraries. Duties include but are not limited to:

- Respond to lending requests for CSU Stanislaus library materials received via ILLiad or other methods and determine availability for these items.
- Utilize WorldCat/OCLC Resource Sharing Module and other databases to correctly identify bibliographic records and verify citations.
- Utilize ILLiad, OneSearch/Alma, and OCLC WorldCat database to locate materials to fill interlibrary lending requests.
- Perform and/or oversee the retrieval of articles or chapters from online resources and scanning from print and microform sources to fill requests. Deliver articles electronically via ILLiad Odyssey and email. Perform and/or oversee the retrieval of books and other materials from library stacks.
- Perform and/or oversee the processing and checking out of materials for shipment via courier, mail, or UPS.
- Monitor and update request status in ILLiad or alternate document supply sources, including to replying to inquiries regarding lending requests, handling requests for renewal, and managing overdue materials. Maintain and update borrower database in ILLiad as needed. Process lending charges using OCLC/IFM ILLiad billing module and/or invoices.
- Process materials when returned from borrowing library.
- Interpret Interlibrary Loan policies and procedures for students, faculty, and staff, responding to inquiries and referring users to additional resources as appropriate.
- Assist patrons with Interlibrary Loan registration functions of ILLiad Interlibrary Loan system.
- Utilize OCLC, WorldCat and other databases to correctly identify bibliographic records, verify citations, and locate potential suppliers of books and periodicals.
- Process Interlibrary Loan requests online via ILLiad, RAPID ILL, or alternate document supply sources.
- Troubleshoot conditional, unfilled, and problematic borrowing requests.
- Perform and/or oversee the receiving, updating, and processing of materials and notification of patrons of availability.
- Perform and/or oversee the processing of materials for return to lenders via courier, USPS, or UPS.
- Assist in managing notices, fines and patron restrictions for any overdue or lost material. Overseer opening and/or closing procedures for the library facility.
- Provide check out and check in of library materials, computer devices and other accessories for patrons using the unified library management system Alma and other appropriate library system functions.
- Interpret an answer questions regarding library policies, especially for circulation, operating hours, and usage of the library facility.
- Assist patrons in the use of the library discovery system OneSearch to identify and access materials shelved in the library, submit requests for material not-owned by the library, and manage status of borrowed items (including holds, renewals and overdue materials).
- Assist patrons locate and retrieve material housed in various library locations, and initiate item searches when necessary.
- Assist patrons in the use of library equipment, including microform reader/printers, audio and visual workstations, and photocopy machines, and provide appropriate access to library computer resources. Print notices, retrieve, update, send, receive and process materials distributed via intra-system CSU+ (CSU) and ILLiad (Stockton Center) requests.
- Manage courier shipments of library materials, including unpacking and distributing materials for appropriate destinations.
- Enforce library rules and monitor the library to ensure appropriate building use; contact public safety in case of serious infractions or emergency; be familiar with and implement emergency and safety procedures as needed.
- Perform basic maintenance of library equipment; troubleshoot and resolve minor equipment issues (including microform workstations, public printers, photocopy machines, TVs, VCRs, and DVD players). Monitor and report problems with computer/online systems and facility/building safety and integrity to appropriate personnel.
- Assist in other Library Circulation functions such as stacks searching, reserves, and book return drop box retrieval, checking physical and online status of returned items, recording statistics, scanning/printing materials, patron notification, and thesis processing. Participate in the hiring, training, and supervision of student assistant(s).
- Attend work and work-related meetings and trainings as required. Other duties or projects as assigned.

MINIMUM QUALIFICATIONS:

- Two to three years of related library and/or clerical experience or an equivalent combination of experience and education.
- High school diploma or equivalent.

PREFERRED QUALIFICATIONS:

- Familiarity with ALMA (Ex-Libris) library management system software. Familiarity with OCLC/WorldCat resources and OCLC Resource Sharing Module.
- Familiarity with ILLiad Interlibrary Loan Management program. Experience with library services and working with users.
- Experience supervising or training students and staff.
- Ability to work in a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain effective working relationships within and outside the library. Working knowledge of library collection and its organization, as well as classification schemes.
- Knowledge of and ability to interpret overall library policies and procedures and in-depth knowledge of library operations, policies and procedures pertaining to Interlibrary loan services, including a solid understanding of Interlibrary Loan functions and the ability to adapt work procedures.
- Strong written and verbal communication skills to be able to prepare internal library reports.
- Strong public service and interpretive skills to be able to interview patrons regarding their information needs and guide them in the use of more complex library and online resources.

SPECIALIZED KNOWLEDGE, SKILLS, AND ABILITIES:

- General knowledge of library policies and procedures and more specific knowledge of policies and procedures and work methods pertaining to the assigned functional area and work unit.
- Ability to interpret library unit’s policies and procedures and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes.
- Full proficiency in all technical aspects of work assignments including a thorough knowledge of functional area policies and procedures and applicable work methods.
- Working knowledge of library terms and bibliographic formats and structures, including the ability to conduct a simple bibliographic search.
- General knowledge of library collection organization and classification scheme and ability to interpret bibliographic records.
- Working knowledge of institutions and library’s policies and practices associated with ethical use of and access to library and on-line resources.
- Basic knowledge of national standards and guidelines pertaining to libraries, including working knowledge of institution’s standards pertaining to copyright and intellectual property protection and the ability to source and apply such policies and standards to avoid potential violations.
- Knowledge of basic library research methodology and the ability to use it. Full proficiency in the use of automated library system(s) and subsystem(s) pertaining to functional area.
- Ability to access various on-line resources and databases used within the library and to use their standard features to perform technical work and/or assist patrons.

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INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE

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