



JOB DESCRIPTION ANDERSON PUBLIC LIBRARY

Job Title:	Interlibrary Loan Clerk
Department:	Public Services
FLSA Status:	Non-Exempt
Employment Status:	Full time
Pay Grade:	12
Supervisor's Title:	Public Services Manager
Last Revision:	March 2024

Job Summary: The Interlibrary Loan Clerk provides support including reference assistance, record keeping, maintaining supplies, updating spreadsheets and processing items borrowed from and loaned to other libraries.

Essential Job Duties:

1. Responsible for addressing requests for interlibrary material. Assists customers with requests in-person, by phone, and by email and chat. Evaluates and responds to interlibrary loan requests from borrowing libraries. Serves as a liaison between the library, our customers, and partner libraries.
2. Performs searches for requested items on various library databases, following established procedures and keeping detailed records of borrowing and lending information.
3. Retrieves items from shelves, processes, and packages loan materials for shipments. Unpacks and processes borrowed materials for customers.
4. Provides support by working at the Public Services desk and in the Indiana Room. Provides reference assistance in-person, by phone, and through online chat or email and performs reader's advisory services. Locates materials and other resources for customers.
5. Helps maintain equipment and supplies within department.
6. Works with the Community Engagement Manager to suggest interlibrary loan service content for the library's social media accounts.
7. Complies with Anderson Public Library's policies, procedures, rules, guidelines, requirements, standards, principles, and practices applicable to the job, including [but not limited to] work scheduling and attendance, customer service, use of Library property and equipment, personal and professional conduct, and confidentiality.
8. Performs other duties as assigned.

Job Education and Experience:

- Education: High School Diploma is required.
- Certifications or licensure: None.
- Years of relevant experience: 2 to 5 years is preferred.
- Years of experience supervising: None.

- A valid driver's license, automobile insurance, and reliable personal transportation is not required.

Job Knowledge, Skills, and Abilities:

1. Skill in customer service.
2. Skill in performing general internet and information database searches.
3. Skill in organizational and general clerical tasks.

Work Environment:

Typically performs work sitting in an office that requires frequent walking, light lifting, carrying, bending, grasping, pushing, and other limited physical activities. Requires frequent sustained physical operation of computer, office, and printing equipment, with frequent in-person and phone contacts with customers and library staff.

Physical Demands:

Specific vision requirements necessary for this job include close vision and ability to adjust focus.

While performing duties of this job, the employee is regularly required to:

- Frequently [over 2/3 of work time] sit and use hands to finger, handle, or feel; and talk or hear.
- Frequently [1/3 to 2/3 of work time] reach with hands and arms.
- Occasionally [less than 1/3 of work time], the employee must: stand; walk; climb or balance; and stoop, kneel, crouch, or crawl.
- Frequently [1/3 to 2/3 of work time] exert up to 10 pounds of force to lift or move objects and must occasionally [less than 1/3 of work time] exert up to 50 pounds of force to lift or move objects.

Equipment Used:

Equipment used includes computers, email/calendar software, internet/intranet browsers, word processing, spreadsheets, database software, and various other software, hardware, and job-specific technology and equipment.

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Core Values:

Good Stewardship	Open Access	Community Focus	Collaboration	Purpose Driven
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Acknowledgement:

I certify that I have read and understand the job description for my position. I understand the job description does not constitute an employment agreement and is subject to change at any time by the employer.

Employee Signature:

Date:

Manager Signature:

Date: