

Yakima Valley Libraries Library Assistant II – Interlibrary Loan FLSA: Non-Exempt

Job Purpose and Summary

Increases the library's presence and service ability within the community. Performs a variety of technologically specialized services for Yakima Valley Libraries in the inter-library loans function.

Supervision Received and Exercised

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over technical, clerical, page and volunteer staff. Acts as "Person in Charge" in absence of assigned manager or supervisor.

Essential Duties and Responsibilities

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

- Serves patrons using high quality customer service practices. This includes: greets customers sincerely, speaks in a friendly manner, welcomes and serves patrons without regard to race, color, religion, gender, sexual orientation, national origin, perceived or real disability, age, ancestry, or other characteristics; acknowledges patron's presence as soon as possible, even if occupied; does not communicate any value judgment when interacting with patrons, and verifies that patron's needs are met.
- Researches material availability using a wide range of computer applications and other systems.
- Oversees the borrowing of materials from other libraries for YVL customers.
- Oversees the lending of YVL materials to other libraries.
- Learns, creates, and implements new interlibrary loan functions for both databases and circulation systems. Increases accessibility to the interlibrary loan service by supporting certain projects, such as making the service available on the web site.
- Educates patrons and members of the community about the availability of an extended variety of materials through inter-library loans services.
- Handles and resolves issues with customers that have escalated. Works to deescalate tense customer situations and resolve issues, in accordance with both policy and procedure and the principles of excellent customer service.

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- Provides public service information, reference, and readers' advisory services in person, by telephone or electronically. As appropriate, may refer or redirect questions to other library resources.
- Uses information resources including online databases and print sources to answer questions and to locate information to borrow; assists and instructs the public in the use of library resources, facilities and policies. Explains library policies and procedures to library customers and staff and resolves related questions and concerns.
- Promotes the use of and assists in the publicizing and merchandizing of library services and materials to the general public and to targeted populations.
- Review patron requests for materials not in our collection to determine availability for purchase or ILL request and communicate effectively with patrons regarding the status of their requests.
- Prepares a variety of statistical and other reports.
- Attends meetings and participates in various committees, as assigned
- Performs other duties as assigned.

Qualifications

- Two years of college or an Associate of Arts degree from an accredited college.
- Two years of library experience, including public services and computer experience.
- In lieu of 1-2 above, equivalent technical training, education, and/or experience may be substituted.
- A valid Washington driver's license.

Knowledge of:

- English usage, spelling, grammar, and punctuation. Spanish usage, spelling, grammar and punctuation, if bilingual position.
- Principles and procedures of record keeping.
- Principles and practices of basic library work, including the Dewey Decimal System.

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- Reference resources (print and electronic) and the ability to conduct effective reference and readers' advisory interviews.
- Current office methods, equipment, practices and procedures including PC usage and familiarity with word processing and spreadsheet software, emailing systems, and web-based searching.

Skill in:

- Keyboarding, word processing or entering data at a speed and accuracy level necessary for successful job performance.
- Developing and maintaining good working relationships.
- Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

- Gain thorough knowledge of Yakima Valley Libraries policies, procedures and programs.
- Represent Yakima Valley Libraries in a positive, responsive manner to the public, other organizations and agencies, volunteers, and supporters.
- Learn and practice principles of intellectual freedom.
- Learn and master the integrated library system procedures related to acquisitions.
- Learn and master the integrated library system procedures related to circulating materials, handling patron's accounts, and other relevant procedures.
- Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.
- Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
- Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.

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- Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
- Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
- Operate relevant computer systems, including hardware and software and office machines.
- Obtain and maintain a valid Washington driver's license.
- Attend work on a regular and dependable basis.

Work Environment and Physical Demands

- Normally seated, standing or walking at will.
- Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion. Pushing/moving library materials weighing up to 120 pounds with mechanical assistance, such as cart or dolly upon occasion.
- Keyboarding and working at a computer monitor for extended periods required.
- May at times have unsupervised access to children under the age of 18 or a vulnerable adult or person.
- Phone usage, reading, speaking, and listening required.
- Interaction with library system staff, library customers, other libraries, agencies and organizations, or vendors will be necessary to provide and receive information, present programs, and resolve situations or problems.

Signature

Date