

**Montgomery County - Norristown Public Library**  
**Job Description**

<b>Title:</b> Interlibrary Loan Lead Clerk	<b>Classification:</b> Support Staff III
<b>Primary Work Location:</b> Norristown, PA	<b>Department:</b> Interlibrary Loan
<b>Supervisor:</b> Department Head	<b>Number of Employees Directly Supervised:</b> 0
<b>Status:</b> <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary	<b>Fair Labor Standards Act Status:</b> Non-Exempt
<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Hours:</b> 37.0 hours/week (Days, Evenings, Weekends)

**Statement of Responsibilities**

Responsible for providing outstanding public library service to patrons and district libraries. Supports activities of the Interlibrary Loan Department at the MC-NPL Main Library by staffing the service desk, processing requests through the full interlibrary loan lifecycle, and assisting the Department Head with projects and programming. Performs all non-supervisory department tasks. Must be self-motivated and have a positive attitude towards customer service. Must possess personal integrity, a strong work ethic, and ability to work individually or on a team.

**Organizational Relationships**

Maintain positive working relationships with other MC-NPL departments and branches. Represent department to external agencies including, but not limited to: service providers, schools, nonprofits, consortiums, district libraries, local municipalities, and county government.

**General Responsibilities and Examples of Work**

*General:*

- Carries out job functions without posing a health or safety threat to self or others.

*Interlibrary Loan Operations:*

- In the absence of the department head, act as the lead staff for interlibrary loan operations.
- Enforce department and library policies.
- Administer service provider accounts.
- Administer patron and library accounts, perform billing, and reconcile invoices.
- Perform skilled searches for ILL requests.
- Request assistance from Reference Department librarians to provide supplemental search expertise and to address peak request volumes.
- Circulate ILL items with the integrated library system (ILS).
- Fulfill ILL requests, ship and receive ILL items, track and resolve missing items.
- Respond to customer requests and feedback via phone, email, and system messaging.
- Establish effective, reciprocal, and persistent relationships with lending and borrowing libraries.

*Education and Outreach:*

- Assist department head to develop and deliver interlibrary loan education and outreach to district libraries.

*Communications:*

- Assist department head with publicity efforts for department services including relevant pages on the website, posts to social media, and other marketing efforts.

*Record Maintenance and Reports:*

- Collect and report monthly and annual department statistics. Generate statistics and reports to support data driven decision making.

*Project and Program Responsibilities:*

- Provide clerical and activity support to department head for projects and programs.

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- Perform other duties as required.

**Qualifications for Employment**

- Completion of at least two academic years of post-secondary school education or 7-10 years of previous work experience required
- Previous library experience required.
- Interlibrary loan department experience preferred.
- Working knowledge of Polaris ILS, Access PA, SHAREit, OCLC, IDS, and/or WorldShip desired.
- Excellent spoken and written communication skills.
- Excellent organizational skills and attention to detail.
- Excellent computer literacy.

**Physical Demands or Requirements** (\* indicates essential requirement)

Strength/movement requirements

- \*Able to lift or move 30 pounds
- \*Able to bend to floor level and/or reach overhead
- \*Able to stand and/or walk for 2 hours at a time
- \*Able to sit for 2 hours at a time

Manual/physical dexterity requirements

- \*Able to manipulate keyboard of computer, typewriter or other office equipment
- \*Able to manipulate mouse, pointing device or other input device
- \*Able to manipulate data cables, cords, connections, or similar power and data devices
- \*Able to manipulate pages of books, insert and remove disks, manipulate library materials

Communication requirements

- \*Able to use telecommunication devices to hear and speak with staff and public
- \*Able to see, understand and create written material.

Employment is contingent upon the results of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Completion of PA State Mandated Reporter Training within 30 days of hire is also required. All clearances and mandated reporter training must be updated every 5 years.

**Print Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Revised: July 25, 2022