

# Collection Services Assistant

JOB TITLE: Collection Services Assistant

FLSA STATUS: Non-exempt

GRADE: 34

DEPARTMENT: Technical Services, Collection Services

APPROVED DATE: 10/2020

REVISED DATE: 02/2022

## Job Summary

Perform a wide variety of tasks from all areas of Collection Services including, interlibrary loan (ILL), collection development, cataloging, and acquisitions to contribute to the Library District's effective providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

## We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

## Essential Functions

*Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.*

1. Provide regular, courteous, helpful, and efficient customer service to both internal and external customers in response to their queries.
2. Perform bibliographic searches using online resources, vendors' databases, and the Library's integrated library system (ILS) to identify items to lend or borrow via ILL, provide title holdings data, provide purchase information for materials, or other necessary information.

3. Perform necessary functions in the ILS, including editing bibliographic records, placing holds, linking items, receiving items, and updating customer accounts.
4. Generate and analyze reports from the ILS and vendor databases to assist with the management of the collection, including purchase recommendations and customers' access to materials.
5. Regularly review Collection Services tools and software, provide data and reports for Collection Services workflows, and provide input and feedback on workflow improvements.
6. Process and handle materials such as unpacking ILL items, applying ILL wrappers, printing spine labels, and reviewing items for withdrawal from the library collection.

### **Additional Duties and Responsibilities**

1. Assist with special projects including preparing reports and correspondence to develop additional skills and knowledge.
2. Attend meetings, trainings, and workshops and participate on committees and teams as assigned.
3. Train temporary help as assigned.
4. Perform other duties as assigned.

### **Supervision**

The position typically reports to a department manager or supervisor. Supervision of others is not a normal part of the position's work.

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

1. Thorough knowledge of web-based bibliographic databases, and techniques of searching and accessing those resources.
2. Thorough knowledge of established practices and procedures for the ILS and Library District policies and procedures.
3. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.
4. Strong customer service skills.
5. Ability to communicate effectively with diverse audiences.

6. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
7. Strong organization and attention to detail.
8. Ability to work independently and set priorities.
9. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.
10. Ability to operate relevant computer systems, including hardware and software, such as Microsoft Office Suite, electronic databases, e-mail, and internet navigation in addition to other office equipment and security systems.

### **Education and Experience**

*Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:*

1. Associate's degree in a related field required. Bachelor's degree is preferred.
2. At least two years of customer service experience required.
3. At least two years of any combination of experience and training that demonstrates the ability to successfully perform the duties of the position.

### **Physical and Environmental Conditions**

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, an incumbent is required to operate computers for extended periods of time. An incumbent must frequently move objects weighing up to 50 pounds and move carts of books and other materials. This includes transfer of books and other materials from floor level to shelves, and use of manual or mechanical hand trucks.

While performing the duties of this job, the incumbent must communicate with coworkers and members of the public. There are regular interpersonal contacts with staff members and customers. These contacts and situations are deemed to be generally safe and free of undue stress, but require

incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.