



Senior Library Associate (Interlibrary Loan)

Portland Public Library (PPL) is currently seeking a Senior Library Associate for Interlibrary Loan. The person in this position is responsible for library work of a complex nature in the Interlibrary Loan (ILL) section of The Access Services Department. This position is responsible for providing materials to patrons through transactions which make library materials available from one library to another in a statewide and international interlibrary loan service network.

Reporting to the **ILL supervisor**, this position's primary responsibilities are receiving, organizing, and processing ILL lending requests through a variety of channels from libraries worldwide and doing the same for ILL borrowing requests from local patrons. In addition, this position has primary responsibility for photocopy acquisitions for local patrons and providing photocopies to non-Region 1 or Region 2 requestors.

This is a union-represented, full-time, **37.5 hours per week** onsite position, scheduled to work Monday-Friday after training.

Nature & Scope

- The main focus of this position is timely handling of incoming requests and inquiries, both for lending and borrowing. This is accomplished through daily screening of requests for library materials and inquiries received via mail, email, telephone, Sierra, and OCLC; and physically gathering materials to be distributed to borrowing libraries.
- The library's automated circulation system and several online library catalogs are used extensively to verify holdings and to reserve items. In addition, this position is responsible for requesting, renewing, and making inquiries about materials using the ILL subsystem of WorldCat, the OCLC bibliographic database. Proficiency in bibliographic searching skills is necessary for successful performance in this position.
- The Senior Library Associate for ILL fulfills photocopy lending requests by locating, scanning, or photocopying, and transmitting PPL materials to other institutions by electronic or other means. The position also manages local patrons' photocopy fulfillment from other institutions. This ranges from acquisitions to monitoring fulfilled local requests for compliance with federal copyright law and regulation.
- Explaining ILL policies and procedures to PPL patrons, staff, and other librarians (using judgment in interpretation of those procedures) is an ongoing activity which requires flexibility of time and temperament. Other questions and problems dealt with may include (but are not limited to) basic status inquiries; urgent-need requests; clarification of imprecise citations and bibliographic information.
- This position may handle incoming bills for fees associated with PPL patron borrowing and photocopying.
- This position has responsibility for proper packaging and labeling of mail requiring special handling (i.e. international, priority, and/or insured mail; UPS or FedEx) in accordance with United States Postal Service International and domestic regulations, and commercial delivery service policies. The incumbent participates in transfer of funds to Ill's postage meter.
- This position assumes some duties of the supervisor when the supervisor is absent. The incumbent. assists in training or providing direction to part time, temporary and volunteer staff, and covers their tasks when staff is absent.
- This position may participate in committees that develop and recommend library policy and is encouraged to seek opportunities for professional development by reading professional materials, by participating in workshops and meetings, and by consulting with colleagues.
- Participates in maintaining a safe and welcoming environment for fellow staff and library users.

Basic Qualifications

At the entry level, this position requires successful completion of high school, or equivalent education, training, or experience, that provides the following skills and abilities:

- Strong service orientation and demeanor appropriate to provide a high level of service to a diverse public.
- Excellent verbal and written communication skills in dealing with the public and library staff effectively and diplomatically.
- Ability to effectively convey and explain ILL policies and procedures to a varied audience.
- Ability to work independently under time constraints, following established procedures.
- Ability to prioritize and accomplish tasks with minimal supervision.
- Basic computer skills including internet, email, word processing, data entry.
- Microsoft Office skills including use of Outlook email, Excel, and Word.
- Ability to use library technology (library catalogs, Sierra, OCLC WorldShare, SharePoint) effectively.
- Strong attention to detail.
- Clerical skills, particularly sorting, ordering, and filing.
- Ability to project a professional appearance appropriate to a business environment.

Additional Attributes:

- Prior library experience and experience using automated library or office systems helpful

Work Environment and Physical Demands

- This position requires regular use of computers.
- This position requires regular movement through library service areas and lifting.
- This position is performed in a busy and diverse public library environment.
- This position may require lifting more than 30 lbs.

Compensation & Benefits

Hours & Pay: This is a union-represented, full-time, **37.5 hours per week** onsite position, normally scheduled to work, Monday through Friday. **Pay begins at \$21.82/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to:

ATTN: Human Resources
Portland Public Library
5 Monument Square
Portland, ME 04101

About PPL - Core Values

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.