PUBLIC SERVICES/ILL ASSISTANT
22 HOURS A WEEK, 12 MONTH
WHITWORTH UNIVERSITY LIBRARY
HIRING RANGE: $13.52 TO $14.31 PER HOUR

FUNCTION: Under direction and oversight of the Coordinator of Public Services and the Library Director, provides primary support for interlibrary loan and backup support of circulation functions. Position may share opening and closing responsibilities (including Saturdays) with Circulation Supervisor, as assigned.

RESPONSIBILITIES:

A. Interlibrary Loan/Resource Sharing
   1. Transact incoming interlibrary loans (borrowing from other libraries) using the OCLC WorldShare module, supplemented as necessary by email, phone, fax, or mail. Encompasses all steps from determining locations through initiating requests, tracking or updating status, confirming receipt, and recording return, to following up when required on overdue returns, or lost items.
   2. Verify or interpret bibliographic holdings records and policies with the assistance of the Coordinator of Public Services. Verify validity of patron status.
   3. Retrieve and forward incoming ILL materials transmitted electronically as email attachments or posted to secured websites.
   4. Interface with patrons regarding ILL services, such as regarding material availability, transfers, reminders, and overdue notifications.
   5. Provide secondary support to outgoing interlibrary loans (lending to other libraries) using the OCLC WorldShare module. Encompasses all steps from retrieving loan requests received online via OCLC or by other means, through final discharge of records, with all intermediate tracking steps.
   6. Maintain records of all ILL transactions while in process and once completed, to assure an effective transaction history as well as the ability to generate ILL statistics.
   7. Maintain records for year-end copyright compliance data generation.
   8. Submit courier and ILL statistics monthly.

B. Public Services Support
   1. Participate as a member of the Public Services team, and with other staff as pertinent, in planning, evaluation, and change-implementation for the ILL, circulation and reference departments.
   2. Shared duties, such as: opening or supervising the library building, providing back-up staffing or oversight for the circulation department, or providing limited reference assistance to library patrons, as designated by the Coordinator of Public Services or the Circulation Supervisor.

C. General Library Duties
   1. Share general library staff duties such as planning and implementing special events or projects, as directed or requested by the Library Director.
2. Other duties as assigned by Coordinator of Public Services or Circulation Supervisor.

QUALIFICATIONS, SKILLS AND ABILITIES:
- Associate or Bachelor’s degree and library experience required.
- Library Technology Associate degree or Library Support Staff Certification (LSSC) preferred.
- One or more of the following strongly desired:
  - Familiarity with OCLC library network functions, especially with interlibrary loan;
  - Experience in computer and library technology systems, hardware or software applications;
- Proficient using Microsoft Office including Word, Excel and Outlook.
- Willingness and ability to learn new or unfamiliar technology applications.
- Effective oral and written communication, interpersonal, organizational, analytical, and problem-solving skills.
- Ability to establish and maintain a positive attitude and good working relationships with faculty, staff, students, and the public.
- Flexibility and initiative in adapting to a constantly changing library and information environment.
- Commitment to the Christian faith and to the integration of faith and learning.
- Demonstrated awareness and commitment to effectively establishing relationships and positive communications across multiple dimensions of diversity including, but not limited to race, gender, physical limitations, class or religious perspectives.
- Commitment to the educational mission of Whitworth University as a Christian liberal arts university affiliated with the Presbyterian church.
- Background check required.

APPLICATION PROCESS:

The following documents are required to complete the online application form.

1) A letter of interest that relates your education and experience to the qualifications of the position and includes a note confirming your interest in this position at our posted hiring range.
2) Résumé
3) The names, addresses, telephone numbers and email addresses of three academic/professional references.
4) A one-page document describing your personal commitment to the Christian faith.

Whitworth complies with all federal, state, and local nondiscrimination laws that are applicable to religious nonprofit institutions and does not engage in unlawful discrimination on the basis of race, color, national origin, age, sex, or disability. With our commitment to building a diverse community, the university encourages applications from populations underrepresented at Whitworth including members of racial/ethnic communities, women, and persons with disabilities.