

**WILLOUGHBY-EASTLAKE PUBLIC LIBRARY  
BARGAINING UNIT POSITION**

**JOB CLASSIFICATION:** Interlibrary Loan Page

**REPORTS TO:** Interlibrary Loan Clerk

**GRADE:** 3

**POSITION SUMMARY:** Responsible for sending and receiving interlibrary loan materials while providing a high level of customer service.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

- Meets and exceeds customer expectations by competent, attentive, friendly and professional customer service
- Packs, unpacks, sorts, and distributes incoming and outgoing interlibrary loan deliveries
- Verifies routing slips and makes changes as needed for interlibrary loans and reciprocal returns
- Verifies status of items in database as needed
- Distributes CLEVNET request slips
- Photocopies shipping labels and other forms as needed for interlibrary loan
- Compiles statistics
- Maintains department supplies
- Attends workshops, conferences, and meetings
- Performs Technical Services Page duties as needed
- Performs other duties as deemed appropriate or necessary by Supervisors

**QUALIFICATIONS:**

- High School diploma or equivalent

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability and willingness to learn and perform routine library procedures
- Ability to follow direction
- Familiarity using personal computers
- Good communication and interpersonal skills
- Ability to work days, evenings, and weekends as required

**EQUIPMENT AND EFFORT REQUIRED:**

- Must have a reliable means of transportation to fulfill duties of the job
- Ability and manual dexterity to operate office equipment and process library materials
- Ability to move items and materials up to 30 pounds in weight
- Prolonged periods of sitting, standing, walking, bending, stooping, and/or lifting may be required

I have read this job description and discussed it with my Supervisor.

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Employee's Signature

Date

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Supervisor's Signature

Date

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