

Collection Services Specialist

COLLECTION SERVICES SPECIALIST

GRADE: 46

CLASS CODE:

DEPARTMENT: Collection Services

FLSA STATUS: Non-Exempt

UNION STATUS: Represented

REVISED DATE: August 2021

Summary:

Under general supervision, performs a variety of technical collection services functions for area of expertise. People in this position will be cross-trained within the Collection Services department and able to fill in where needed. Performs various circulation/delivery, cataloging, interlibrary loan, acquisition, collection development support, and materials processing functions as assigned or required.

Reporting Relationships and Team Work:

This position is supervised by a Collection Services Supervisor.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. 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.

1. Performs collection services tasks efficiently across the Collection Services department, assisting in Acquisitions, Cataloging, Circulation/Delivery, Collection Maintenance and Processing, and Interlibrary Loan. Ensures a high quality customer service experience for patrons and staff.
2. Participates in the implementation of Collection Services goals and objectives. Attends and contributes to a variety of meetings, committees, conferences, workshops and seminars as directed. Keeps current with library trends. Suggests and helps implement changes to workflows and processes as directed by Collection Services Supervisors, Manager, and/or Director.
3. Assesses and problem solves questions from staff. Seeks answers and understands when to consult supervisor, manager, or department director. Provides excellent customer service in an efficient, professional, and collegial manner.
4. Creates, updates and documents departmental processes and procedures in a timely manner. Works with Collection Services Supervisor to recommend changes or improvements to processes and procedures. Compiles and reviews data and makes recommendations to supervisor for process improvements.
5. Performs other duties as assigned.

INTERLIBRARY LOAN/CIRCULATION/DELIVERY:

1. Coordinates, schedules, processes and fulfills library's internal and external shipments, which includes processing, sorting, and receiving incoming mail, packages, interlibrary loans and district materials to Service Center and branch staff. Serves as contact with all courier services.
2. Researches and processes interlibrary loan requests, returns, and patron purchase requests. Conducts routine to advanced research to identify and locate and availability of various types of materials. Tracks and updates status of materials. Reviews and processes issues with lost or damaged items. Interprets and explains interlibrary loan policies and procedures to patrons and library staff in the absence of Collection Services Supervisor.
3. Performs circulation function and fulfills requests for items held at the Service Center, such as PageTurner Kits, Senior Connect Kits, storage and professional collection items. Responds to questions about circulation from the Service Center. Provides assistance with maintaining these collections and consults with Collection Development Librarians, Collection Services Manager, or department director as needed.

ACQUISITIONS/CATALOGING/ COLLECTION MAINTENANCE AND PROCESSING:

1. Creates, updates, and maintains order records; creates, downloads, merges, and deletes bibliographic records in relation to acquisition orders. Performs advance research and maintenance on defective, delayed, or canceled orders using order databases, status reports, and websites. Contacts vendors as needed.
2. Maintains and modifies bibliographic records in ILS. Constructs, identifies, recalls and corrects call numbers and cataloging errors. Classifies, catalogs and physically processes specialized or unique collections.
3. Determines whether current holdings meet established requirements for withdrawal or inclusion in the collection and sort them based on current collection guidelines and weeding and rebalancing data tools.
4. Processes and labels materials according to TRL district specifications in a timely, efficient manner.
5. Effectively coordinates, maintains, and updates district periodical subscriptions including: catalogs, edits, and updates periodical listing online; forecasts and tracks periodical budgets; verifies branch subscriptions. Claims missing issues. Responds to library staff inquiries and concerns involving periodicals.

Core Skills and Qualities:

Complete definitions are included on the TRL evaluation form. Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.

3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively and efficiently verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Ability to work independently and innovatively in a variety of situations.
2. Understanding of acquisitions, cataloging, circulation/delivery, interlibrary loan, and collection maintenance principles and procedures.
3. Library processes, policies, and procedures relative to areas of assignment.
4. Industry rules and standards governing collection management activities.
5. Customer service standards and procedures.
6. Participating in the development/implementation of departmental goals, policies, and procedures.
7. Establishing and maintaining effective working relationships with library and department staff, other library systems, library patrons, volunteers, Friends organizations and Boards, vendors and professional organizations.

Technology Requirements:

Required:

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- Library technology, resources, databases and software. [depending on need of the department at time of posting: could include: OCLC Worldshare, Tipasa; Worldcat; OCLC Connexion, Catalogers Desktop, Web Dewey, MarcEdit; Sirsi Dynix Symphony or other integrated library system.]
- Intermediate keyboard and data entry skills.
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews).
- Basic Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Desired:

- Basic Microsoft SharePoint skills.

- Intermediate Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Education and Experience:

High School Diploma or equivalent, and one year clerical/general library experience; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State driver's license and an acceptable driving record, OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Must pass and maintain a criminal background check.

Physical and Environmental Conditions:

- Work is performed in a library service center environment.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Depending on area of assignment, may be required to lift and carry library materials and courier boxes.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.