

Collection Services Specialist 2

DEPARTMENT:	Collection Services
GRADE:	46
CLASS CODE:	CSS2
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	June 2019

Summary:

Under general supervision, performs a variety of technical collection services functions for area of expertise. People in this position will be expected to be cross-trained across the entire Collection Services department and ready to fill in where needed on any given day. 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 and reports to 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 advanced and specialized work 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, implements changes to workflows and processes as directed by Collection Services Supervisors and/or Director.
3. Troubleshoot problems and assist staff with questions. Seeks answers and understands when to consult supervisor or department director. Provides excellent customer service in an efficient, professional, and collegial manner.
4. Performs other duties as assigned.

Interlibrary Loan, Circulation & Delivery

Performs the duties and responsibilities of Collection Specialist 1 when needed or required as well as the following duties.

1. Conducts routine to advanced research to identify and locate and availability of various types of materials including books, audio-visual materials, and articles. Utilizes a variety of bibliographic sources to obtain accurate citations for requests. Deciphers and sorts requests based on criteria for interlibrary loan versus a purchase request. Routes request to the appropriate queue for processing. Places and tracks status of interlibrary loan requests. Assists in creating and maintaining the online Custom Holdings resource sharing lists and utilizes list to determine preferred vendors.
2. Provides assistance in developing, maintaining, and updating departmental processes and procedures. Works with Collection Services Supervisor to recommend changes or improvements to interlibrary loan processes and procedures. Interprets and explains interlibrary loan policies and procedures to patrons and library staff in the absence of Collection Services Supervisor.
3. Compiles data and assists in the preparation of monthly statistical reports.

Acquisitions & Cataloging

Performs the duties and responsibilities of Collection Specialist 1 when needed or required as well as the following duties.

1. Creates descriptive and subjective cataloging and classification, using industry accepted cataloging rules, subject headings, and tagging formats, for the items such as foreign language materials, government documents, and miscellaneous multi-item kits. Constructs accurate call numbers when needed. Reviews bibliographic records for accuracy, edits and maintains bibliographic records in our database, ensures collections are easily accessible. Identifies and corrects call number and cataloging errors; physically reprocesses materials as needed.
2. Classifies, catalogs and physically processes specialized or unique collections. Creates local system cataloging; works with appropriate staff on program requirements for cataloging specialized or unique collections.
3. Responsible for the ordering of library materials for area of assignment including receiving/processing acquisition orders, conducting vendor research, and preparing purchase orders and invoices. Conducts research using vendor databases, publisher reference books, and internet search engines to locate alternate material sources and/or editions. Utilizes acquisition computer system to create, update, and maintain order records; creates, downloads, merges, and deletes bibliographic records in relation to acquisition orders.
4. Performs advance research and maintenance on delayed and canceled orders using order databases, status reports, and websites. Cancels patron requests as required. Processes returns including researching and resolving issues with acquisition orders; negotiates and

coordinates with vendors regarding material purchasing, replacements and credits. Processes standing orders received from vendors and documents related order information in departmental computer system.

5. Effectively maintains and updates information on magazine subscriptions including: posts updated lists of title changes; generates subscription renewals lists. Manages periodical budgets. Catalogs and edits periodicals in ILS. Verifies branch subscriptions and updates database accordingly. Performs magazine check-in/routing and newspaper distribution functions; claims missing issues. Responds to library staff inquiries and concerns involving periodicals. Maintains and updates online magazine and newspaper in catalog.
6. Receives, verifies, maintains, and/or approves acquisition invoices and vouchers.

Core Skills and Qualities:

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 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 interlibrary loan and 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 Interlibrary Loan software: such as OCLC Worldshare, Tipasa, Clio; 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:

Associate's Degree and 3 years of related work 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.