

Lead Collection Services Specialist

DEPARTMENT:	Collection Services
GRADE:	55
CLASS CODE:	LCSS
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	December 2021

Summary:

The Lead Collection Specialist, under general supervision, delegates and performs the functions and maintenance of interlibrary loan, service center circulation, periodicals, acquisitions, cataloging, and collection processing. Tracks and reports statistics and assists supervisor in problem-solving and future planning for each area. The Lead Collection Specialist will be either focused on interlibrary loan, circulation, and periodicals, OR acquisitions, cataloging, and processing.

Reporting Relationships and Team Work:

This position is supervised by the Collection Services Manager (interlibrary loan, circulation, periodicals) or the Collection Services Supervisor (acquisitions, cataloging, and processing) as part of a service-oriented team.

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.

In addition to the duties and responsibilities of a Collection Services Specialist as needed, the Collection Services Lead:

1. Oversees day-to-day work in assigned area of focus (interlibrary loan, circulation, periodicals or acquisitions, cataloging, and processing).
2. Manages daily workflow and coordinates with supervisor to prevent processing backlogs. Able to quickly and creatively problem solve when problems arrive and communicate and adjust plans as needed.
3. Troubleshoots issues with vendor interfaces, communicates with staff clearly and effectively.

4. Ensures documentation is complete and up to date so employees can complete their tasks efficiently and effectively.
5. Continuously reviews workflows and systems to improve service to patrons and staff.
6. Keeps informed of and actively seeks updates and information on current software and technology used in the department. Able to suggest implementations and provide a clear rationale of why and how we should implement a change in workflow or new technology.
7. Ability to project plan and lead a specific project related to any of these areas: interlibrary loan, circulation, periodicals or acquisitions, cataloging, and processing.
8. Delegates, maintains, and processes problem reporting lists and emails for each area and ensures timely response and resource allocation as needed.
9. Performs other duties as assigned.

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 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:

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- At least three years of experience with one or more of the following library-specific technology, resources, databases and software: OCLC Connexion, Cataloger's Desktop, RDA Toolkit, WebDewey, OCLC Worldshare, Title Source 360, iPage, Sirsi Dynix Symphony, other vendor ILS, or any similar library-related software and technology.
- 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 to Intermediate Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Education and Experience:

High School Diploma or equivalent, and 3 years library collection services/technical services 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.