OVIATT LIBRARY

Interlibrary Loan Assistant

Job ID: 5398
Job code: 2887

Major Duties

Under general direction of the Interlibrary Loan (ILL) Supervisor, the Interlibrary Loan Assistant is responsible for lending and borrowing activities. The incumbent uses automated bibliographic databases Online Computer Library Center (OCLC) and Online Public Access Catalog (OPAC) to verify citations and locate potential sources; uses Interlibrary Loan Internet Accessible Database (ILLIAD) management software to process requests, and to maintain and update records; assists in training and supervising student employees; maintains departmental Accounts Receivable; provides customer assistance to faculty, staff and students in completing requests within ILL guidelines; identifies and solves problems that may require investigation via telephone, email and correspondence; suggests changes, and assists in developing and improving policies and procedures; collects statistical data; works on special projects; and performs other duties as assigned.

Qualifications

Three years of Library Assistant experience and High School or equivalent certification OR two years of Library Assistant experience and two years/60 units of college OR one year of Library Assistant experience and four years/120 units of college. Customer service experience desired.

Knowledge, Skills & Abilities

General knowledge of: library collection organization and classification scheme and ability to interpret bibliographic records; institution's and library's policies and practices associated with the ethical use of and access to library and online resources; national standards and guidelines pertaining to libraries, including working knowledge of institution's standards pertaining to copyright laws and guidelines and intellectual property protection and the ability to source and apply such policies and standards to avoid potential violations; library accounting procedures, including the ability to perform arithmetic operations to track and monitor vendor accounts. Knowledge of Library of Congress Classification. Ability and Specialized skills to: interpret library unit's policies and procedures and apply them accurately in performing work functions; evaluate procedures and recommend changes; fully utilize standard and nonstandard features of various online resources and standard desktop software packages, such as Microsoft Office, Email, RapidILL resource sharing system, Ariel, BSCANILL, Innovative Millennium, Online Computer Library Center, Library subscription databases and external databases, ILLIAD management software, word processing and spreadsheets, to perform technical work or assist patrons; demonstrate problem solving and research skills to address standard and nonstandard work problems; compile and present information in an organized manner; effective
communication and interpretive skills to be able to assist in resolving patron problems and complaints, assess patron information needs, and orient and guide patrons in use of library resources; effectively provide lead work direction and training to student workers and an understanding of employment and payroll procedures related to student workers. Full proficiency in the use of automated library system(s) and subsystem(s) pertaining to functional area and full proficiency in all technical aspects of work assignments including a thorough knowledge of functional area policies and procedures and applicable work methods is required. Effective written and verbal communication. Strong organizational and interpersonal skills.

Pay, Benefits, & Work Schedule

The university offers an excellent benefits package.

The salary range for this classification is: $3101 $5213 per month. The anticipated hiring range: $3101 $3200, dependent upon qualifications and experience.

Hours: Full Time 40hrs/wk; 8:00am 5:00pm, Monday through Friday

General Information

This position is a sensitive position as designated by the CSU. A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

How To Apply

Please complete the online application/resume upload submission process in order to be considered for any open position within the university and its auxiliaries. The hiring department will contact the best qualified candidates and invite them to participate in the interview process.

Application Screening begins May 16, 2016, and will continue until position is filled.

In order to be considered in the initial review, applications must be submitted prior to the date listed above. Application submissions received after the application screening date will be reviewed at the discretion of the University.

For more detailed information on the application and hiring process, please view the link below:
http://www.csun.edu/careers
Equal Employment Opportunity

California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Applicants who wish to request an accommodation for a disability may contact the Office of Equity and Diversity at (818) 677-2077.