

Schoolcraft Community Library
Job Description
ILL (MeLCat) Technician(s)

Title: Interlibrary Loan Technician

Position Type: Staff, earned sick time, earned PTO

Hours: 20-25 hours per week including one evening and 2 Saturdays a month

Wage: \$15.00

The ILL (Interlibrary Loan) or MeLCat technician has the responsibility to manage and process all ILL requests and returns. This includes the maintenance of all records of all incoming and outgoing materials, including those materials that are overdue or lost.

DUTIES

1. Learn and become proficient with the lending and borrowing procedures in the MeLCat system (must be willing to travel out of town for the training workshop)
2. Record and process all requests for borrowing and lending of materials both in the software system as well as printed copies for backup
3. Prepare materials to be sent and/or returned to other libraries in a timely manner following the guidelines set up within the MeLCat policies
4. Contact patrons by phone or email within 24 hours of materials received for them to be picked up, reminding them of the 5-day-old policy.
5. Read and respond when appropriate to emails from MeLCat staff regarding changes, updates to servers, lost materials etc.
6. Send notices and create invoices for lost material.
7. Run reports as required by the MeLCat system
8. Report any problems or inconsistencies in delivery of materials
9. Stay current with changes and updates that may occur in the MeLCat system
10. Assigned Circulation Desk times
11. Aid with opening and/or closing procedures of the library.
12. Provide positive, pleasant, and professional service to the public at the circulation desk
13. Provide circulation services:
 - a. Answer telephone, take accurate messages, and/or direct callers to appropriate staff members.
 - b. Register new patrons and update patron records.
 - c. Check materials in and out of Apollo.
 - d. Take patron ILL requests.
 - e. Be knowledgeable of MeLCat databases, HOOPLA, Mango Languages and Libby as well as all eResources that the library provides.
 - f. Register patrons for programs and Community Room rental.

- g. Collect fees.
- h. Fax documents for patrons
- i. Aid patrons with computer needs and questions.
- j. Print materials for patrons upon request.
- k. Aid patrons when searching for materials.
- l. Reshelve materials, straighten shelves to keep proper order.
- m. Process new materials (cover books, repair books, etc.)

14. Other responsibilities as required by the Director

QUALIFICATIONS

Education: High school diploma or equivalent

Requirements:

- a. Must have computer experience
- b. Must have ability to read and perform basic math
- c. Must be able to interact with the public in a positive manner
- d. Must have strong attention to detail

Submit resume and cover letter to: director@schoolcraftlibrary.org