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**POSITION INFORMATION**

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**Title:** InterLibrary Loan Assistant  
**Location:** Martin Library  
**Department:** InterLibrary Loan  
**Schedule:** Monday – Friday 8:00AM – 4:30PM

**Supervisor:** InterLibrary Loan Manager  
**Classification:** Full-Time  
**Hours:** 40

*COVID-19 vaccination is required. At York County Libraries, the health and safety of our employees are important to us. Therefore, new hires must be fully vaccinated against COVID-19 by date of hire. Individuals requiring a medical or religious accommodation may contact Human Resources.*

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**GENERAL DESCRIPTION**

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The **InterLibrary Loan Assistant** provides support in the day-to-day functions of the InterLibrary Loan department. They will assist in the day-to-day functions of the department, support InterLibrary Loan operations for libraries in the district, prepare materials for shipping, and assist community members with InterLibrary Loan questions.

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**EDUCATION & EXPERIENCE REQUIREMENTS**

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Must have a High School Diploma (or equivalent).

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**GENERAL REQUIREMENTS**

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Candidate must enjoy being a team player and providing excellent customer service to a diverse population of all ages. This position requires someone who has strong communication skills and who is truly enthusiastic about helping others. It is important that the candidate be dependable, detail-oriented, a self-starter, and feel comfortable using computers and performing other research-related duties.

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**PHYSICAL REQUIREMENTS**

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- Must be able to lift up to 30 pounds from ground level to waist level
- Must be able to push/pull carts weighing up to 120 pounds.
- Must be able to reach, lift, and stretch throughout the work day.
- Must be able to bend, squat, and kneel occasionally throughout work shift.
- Must be able to stand and/or walk up to four hours at a time.
- Must be able to sit for up to four hours at a time

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**DUTIES AND RESPONSIBILITIES**

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- Maintains shipping and interlibrary loan supplies and ensures adequate supplies are on hand.
- Troubleshoots and reports hardware, software, and printer issues as necessary.
- Communicates with interlibrary loan staff via email, telephone, and/or Zoom or Microsoft Teams.
- Communicates with interlibrary loan customers via email and/or telephone.
- Processes incoming mail and prepares incoming interlibrary loan materials for delivery within YCL.
- Prepares outgoing interlibrary loan materials for shipping.
- Maintains and updates shipping address contact lists and library card information for borrowing libraries.
- Searches library catalogs, databases, and shelves to locate requested materials.
- Uses interlibrary loan software (OCLC and AccessPA SHAREit) in support of borrowing and lending functions.
- Recommends ideas to the InterLibrary Loan Manager that will improve customer service; assists in implementing these ideas.
- Clear and comprehensive speech required to communicate adequately in performance of this job
- Other duties as requested

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#### ADDITIONAL INFORMATION

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**Required Clearances:**

If offered the position, the offer will be contingent upon the candidate completing and submitting the following documentation prior to the start date. All clearances must be dated within one year of the start date and must be completed for the purpose of Employment.

Volunteer clearances will not be accepted.

- Pennsylvania Child Abuse Clearance
    - <https://www.compass.state.pa.us/CWIS/Public/Home>
  - Pennsylvania Criminal History Record
    - <https://epatch.state.pa.us/>
  - Federal Criminal History Record
    - <https://www.identogo.com/locations/pennsylvania>
  - Mandated Reporter Training Certificate
    - <https://www.reportabusepa.pitt.edu>
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**If this position matches your interests and qualifications, please visit [jobs.yorklibraries.org](https://jobs.yorklibraries.org) to complete an employment application.**

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