



Interlibrary Loan (ILL) & Circulation Desk Clerk

Position Title: Interlibrary Loan (ILL) & Circulation Desk Clerk

Department: Public Services

Reports To: Assistant Director / Library Director

Position Summary

The Interlibrary Loan & Circulation Desk Clerk supports the daily operation of the library by processing materials through **MeLCat**, Michigan's statewide resource-sharing system, and VLC (Valley Library Consortium) and by providing exceptional customer service at the circulation desk. This position ensures accurate, timely handling of MeLCat borrowing and lending requests, manages courier shipments, and assists patrons with routine library needs.

Key Responsibilities

MeLCat / Interlibrary Loan (ILL)

- Process all MeLCat borrowing and lending requests.
- Review patron requests for accuracy and eligibility before submitting them through MeLCat.
- Search for, verify, and retrieve requested materials from library collections.
- Scan in MeLCat items upon arrival, notify patrons, and route items correctly within the ILS.
- Check out and renew borrowed MeLCat items according to MeLCat program rules.
- Prepare outgoing MeLCat materials for shipment, including bagging, labeling, and logging items for courier pickup.
- Troubleshoot issues with MeLCat items (wrong item supplied, incorrect barcode, material not received, overdue items, damaged items, etc.).
- Communicate professionally with other Michigan libraries when issues arise.

Courier & Shipping

- Sort, bag, and label materials for the statewide **RIDES** courier service.
- Follow RIDES packaging standards, maintain delivery logs, and verify courier pickups.
- Keep shipping supplies (bags, labels, bands) organized and replenished.

Circulation Desk / Public Service

- Greet patrons and provide friendly, knowledgeable assistance.
- Check materials in and out, place holds, renew items, and explain borrowing policies.
- Issue and update library cards; verify patron identification and residency.
- Manage fines and fees following library cash-handling procedures.
- Assist patrons with basic technology needs (printing, copying, scanning, catalog use, device help).
- Respond to general directional or reference questions and refer patrons as appropriate.

Library Operations

- Perform shelf reading and search for missing or requested items, including pull lists for MeLCat.
- Assist in processing returned materials, including cleaning, labeling, and routing.
- Maintain confidentiality of all patron records in compliance with Michigan library privacy law.
- Participate in staff meetings, trainings, and continuing education related to MeLCat and circulation.

Qualifications

Required

- High school diploma or equivalent.
- Strong customer service, communication, and interpersonal skills.
- Accuracy and attention to detail in handling materials and patron records.
- Ability to learn and use MeLCat systems, RIDES courier procedures, and the library's ILS.
- Working knowledge of computers, printers, email, and web-based library tools.
- Ability to lift up to 60 lbs, push/pull loaded book carts, and stand or move for extended periods.

Preferred

- Experience working in a library environment.
- Familiarity with **MeLCat**, **RIDES**, or other interlibrary loan systems.
- Experience with an integrated library system (e.g., Polaris, SirsiDynix, Symphony).

Key Competencies

- Strong organizational and multitasking ability
- Customer service orientation
- Reliability and punctuality
- Problem-solving skills
- Ability to work collaboratively in a team environment
- Adaptability in a fast-paced public setting

Work Schedule

Schedule is regularly weekday mornings, but may include daytime, evening, and weekend hours depending on library needs.

Compensation

\$14 per hour

To Apply: Please email a resume and cover letter to: Otsego County Library, Jackie Skinner, Library Director at jskinner@otsego.org **Deadline for application is: Friday, December 12, 2025.**