

Mid-Hudson Library System | Job Description

ILL/Cataloging Specialist

Job Title: ILL/Cataloging Specialist

Reports To: Technology Operations Manager

FLSA Status: Non-exempt

Telecommuting: Eligible

Revised Date: 5.2021

Summary: The position provides support in the following areas

1. Cataloging Specialist 50%
2. Interlibrary Loan 20%
3. Correctional facility Support 20%
4. General ILS and Technology Operations support 10%

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Cataloging Services (50%)

- a. Performs cataloging services related to bibliographic maintenance to ensure database records are complete, up-to-date, and accurate, including creating, editing, adding and maintaining records in the ILS using knowledge of AACR2 or RDA cataloging rules; retrieves and loads bibliographic records and orders records from various vendors into the system-wide integrated library system (ILS) using knowledge of individual protocols and procedures for member libraries with special needs.
- b. Performs copy cataloging by searching and retrieving bibliographic records that contain key elements to overlay inadequate existing brief records; edits existing records for accuracy and inclusion of key elements; performs original cataloging as needed.
- c. Edits MARC fields according to MHLS cataloging guidelines; adds Library of Congress subject headings and series tracings; identifies and merges duplicate MARC records; uses ILS tools (including but not limited to Create Lists, Rapid Update and Global Update) to perform MARC record maintenance. Uses MARC-Edit to perform off-line MARC record changes if necessary.
- d. Runs daily reports to retrieve new brief records; responds to member library questions and issues in catalog records related to circulation and holds through ticket-system.

- e. Prepares and maintains internal documentation.
- f. Assists with projects as they arise
- g. Participates in the preparation, development and execution of training when required.
- h. Remains current in cataloging through peer-to-peer relationships and training opportunities and requests supplemental training when needed.

2. Interlibrary Loan (20%)

- a. Responsible for all System Interlibrary Loan services to facilitate access to nationwide collections for member libraries.
- b. Searches, locates and supplies materials by using various databases such as the ILS, OCLC, regional and New York State catalogs; interacts with customers by phone or email regarding interlibrary loan materials; assists customers with questions and to resolve problems associated with interlibrary loan requests; fosters and maintains effective working relationships with nationwide interlibrary loan staff and vendors.
- c. Works in tandem with the Technology Operations Manager and with the input of the Data Operations Manager to manage ILL software and related settings in ILS.
- d. Assists MHLS Delivery Operations with the proper routing of out-of-system materials, and collaborates with statewide courier delivery service (ELD) to ensure materials are exchanged effectively and delivery problems are promptly resolved. Prepares monthly statistics for ELD and participates in their users group to modify/change procedures as needed. Participates in establishing and revising MHLS procedures regarding interlibrary loan. Maintains departmental records. Prepares and maintains internal documentation. Provides usage statistics and reports trends to supervisor. Provides billing information to MHLS Business Office.

3. Correctional Facilities (20%)

- a. Facilitates and processes material loans for member correctional facility libraries by using various databases such as the ILS, OCLC, regional and New York State catalogs; interacts with correctional facility librarians by phone or email regarding interlibrary loan materials; assists correctional facility librarians with questions and to resolve problems associated with interlibrary loan requests; provides billing information to MHLS Business Office.
- b. Assists correctional facility librarians with ordering from online resources by providing monthly printed reports, and with collection development. Maintains effective working relationships with correctional facility librarians.
- c. Participates in establishing and revising MHLS correctional facility services. Maintains departmental records. Prepares and maintains internal documentation. Provides usage statistics and reports trends to supervisor.

- d. Participates in revising MHLS annual guide to regional inmate transitional and re-entry services, and distributes upon request.
 - e. Distributes library materials to county jails and youth facilities, and early literacy materials to family waiting rooms.
 - f. Works with MHLS Library Sustainability Coordinator on meeting the needs of the correctional facilities and local jails through book purchases and donations.
 - g. Fosters relationships with the public for correctional facility donations.
4. General ILS and Technology Operations support 10%
- a. As a member of the Technology Operations team, provides assistance in support tickets for member libraries, which may be outside of Interlibrary Loan and Cataloging, or general in nature.
 - b. Provides secondary phone support for Tech Support calls when required.
 - c. Assists with reports and projects as required.
 - d. Assists with workshops, webinars and meetings as required.

General Duties

- Furthers job skills through continuing education and other appropriate means.
- Attends related System and regional meetings as needed.
- Participates in and promotes 'green' initiatives including, but not limited to, proper recycling and energy conservation.

Supervisory Responsibilities This job has no supervisory responsibilities.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and competencies listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Computer Skills - Possesses basic knowledge of database software; internet software; spreadsheet software and word processing software.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Work & Safety - Is reliable; treats others with respect and consideration regardless of their status or position; keeps commitments; inspires the trust of others; works ethically and with integrity; works efficiently and effectively; completes tasks on time or notifies appropriate person with an alternate plan; accepts responsibility for own actions; reacts well under pressure; upholds organizational values; recognizes and reports unsafe conditions.

Education and/or Experience - Bachelor's degree; or six months to one year full-time related experience and/or training; or equivalent combination of education and experience.

Certificates, Licenses, Registrations None at this time

Other Skills and Abilities - To perform this job successfully, an individual should have knowledge of database software, specifically bibliographic and patron databases. Must possess knowledge of MARC records as well as proficiency in searching for bibliographic databases for same. Some background in languages other than English is helpful. Must have an understanding of LC subject headings, be proficient in ILS cataloging module and familiar with AACR2 rules.

Other Qualifications - None at this time

Physical Demands To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements and competencies listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit, talk and hear; use hands to finger, handle, or feel.



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Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level is usually that of a moderate office-type work environment.