



<b>Job title</b>	Assistant Manager /ILL Coordinator	<b>Department</b>	Member and Visitor Services
<b>Reports to</b>	Member and Visitor Services Manager	<b>FSLA Status</b>	Exempt

## Summary

The Assistant Manager/ILL Coordinator assists patrons at the Member and Visitor Services Desk and over telephone/email by performing procedures related to the circulation of materials and public services and by providing supervisory support in the absence of the Member and Visitor Services Manager.

## Minimum Skills and Qualifications

- Two or more years of supervisory experience
- Two or more years of professional library experience
- ALA-accredited Master of Library Science or MLS candidacy is *highly preferred*
- Experience with integrated library systems (preferably Sierra), reference and public services
- Experience with Interlibrary Loan OCLC Worldshare
- Excellent communication skills, strong attention to detail, computer proficiency, a commitment to providing superior service and the ability to handle multiple tasks in a busy environment
- Excellent teamwork, project management, and conflict resolution skills

## Duties and Responsibilities

### Supervisory:

- Providing backup supervision in the absence of the Manager by overseeing Member and Visitor Services Staff in their daily operations and ensuring smooth and secure running of the Circulation work area

### Circulation:

- Performing all Member and Visitor Services Desk duties including but not limited to checking out and renewing Library materials, placing holds, collecting fines and fees, and responding to patron requests
- Overseeing Library opening and closing procedures
- Assist Manager in all facets of assigning six-month locker access for members
- Assist Manager in pricing and sending overdue notices relating to books that have reached the overdue/billing stage.
- Assisting patrons and adjudicating conflicts
- Working strategically with the Director of Engagement, Partnership, and Outreach and the Member and Visitor Services Manager to assess, propose, and implement improvements in Circulation workflows and procedures in support of public services
- Supporting interdepartmental projects and initiatives
- Providing basic assistance with Library computer workstations/printers and usage of/access to online resources
- Performing other duties as required
- Maintaining compliance with all Library policies and procedures
- Maintaining a strong commitment to diversity, equity and inclusion in the workplace and public services



### **Interlibrary Loan:**

- Assisting the Manager in supervising and delegating Interlibrary Loan tasks and workflow to the Member and Visitor Services staff
- Processing ILL requests via OCLC WorldShare
- Providing outstanding customer service to ILL inquiries made by NYSL members and patrons from other institutions
- Ensuring all Interlibrary Loan requests and materials are processed in an accurate and timely manner
- Communicating with patrons, library staff, and other libraries regarding interlibrary loan issues
- Maintaining proper records of transactions, patrons, and libraries
- Assisting Manager with written documentation and updates for ILL procedures
- Gathering and reporting Interlibrary Loan activity statistics on an established and timely basis

### **Working Conditions**

This is a full-time position with the following schedule:

- Tue, Wed, Thu, Fri 9 AM-5 PM, and Sat 10 AM-5 PM.
- Schedule subject to change. *Flexibility to work evenings and weekends as needed, sometimes on short notice, is required.*

### **Physical/Environmental Requirements**

Physical:

Sitting: 70-80%

Standing/Walking: 20-30%

Lifting: Occasional to frequent lifting up to 30 lbs. Sitting: 60-80%

Vision: Normal. Requires long periods of work at computers.

Indoor environment: Working closely with others and independently. Occasional exposure to dust and mold.

### **Salary and Benefits**

Compensation: \$40,000 - \$45,000 commensurate with experience and including a full benefits package including health/dental/vision plans, 403(b) defined contribution plan, flexible benefits plan, and vacation, holiday, and sick time.

### **How to apply**

Candidates should email a cover letter and resume to Tienya Smith, Director of Engagement, Partnerships, and Outreach, at [tsmith@nysoclib.org](mailto:tsmith@nysoclib.org). Please include the subject line Assistant Manager /ILL Coordinator. Applications without the requested information will not be considered. Visit our website at [www.nysoclib.org](http://www.nysoclib.org) for more information about the Library.

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