

## LA LAW LIBRARY JOB DESCRIPTION

<b>Title:</b>	<b>E Delivery / Copy Center Clerk</b>
<b>Department:</b>	<b>Patron Services</b>
<b>Focus:</b>	<b>Information Services</b>
<b>Reports to:</b>	<b>Circulation Supervisor</b>
<b>Position Supervised:</b>	<b>None</b>
<b>FLSA Status:</b>	<b>Nonexempt</b>
<b>Salary Grade:</b>	<b>2</b>
<b>Union Status:</b>	<b>Eligible for Representation</b>
<b>Effective Date:</b>	<b>12/16/2016</b>

### Position Summary

The purpose of this position is to be a direct, initial contact with Library users by professionally overseeing all aspects of production and maintenance of the Copy Center and providing library materials to users through our e-delivery and InterLibrary Loan services. In addition, this position is responsible for providing excellent customer service to library users whether in person, via telephone, facsimile, or e-mail.

### Responsibilities and Duties

Under general supervision, coordinates and schedules all activities of the Copy Center, InterLibrary Loan and eDelivery services; oversees all aspects of production and customer service; maintains high volume xerographic equipment; serves as lead worker to other staff in area; participates in departmental projects; and performs related work as required. The following activities are within the responsibilities of the E-Delivery / Copy Center Clerk:

Acts as initial customer point-of-contact for Copy Center service

- Assists staff and users in effectively operating copiers.
- Responds to and resolves questions and problems arising from copier / Vendacard use, such as how to use the Vendacard system, proper paper alignment, and clearing paper jams;
- Receives and processes requests for in-house photocopy service;
- Explains Copy Center fees, policies and procedures to staff and users;
- Replenishes Vendacard self-service machine as needed;
- Resolves issues related to Copy Center services such as customer services issues demonstrating conflict resolution and interpersonal skills.

#### Completion and delivery of copies of documents and materials

- Correctly copies documents and materials, reviews for legibility and completeness, and corrects any deficiencies prior to distribution;
- Compiles manuals, packets, and any other special project documentation needed by staff;
- Determines priorities and schedules incoming jobs appropriately for on-time completion;
- Notifies appropriate staff of any schedule problems/changes which would prohibit meeting print deadlines;
- Coordinates delivery and distribution of completed copy and photocopy service job as appropriate;
- Identifies and resolves any other associated problems exercising discretion and judgment in identifying solutions.

#### Maintenance of Copy Center equipment and supplies

- Maintains working-level knowledge of all equipment located in Copy Center, with an increased high-level knowledge of photocopiers;
- Coordinates with Technology Services division to maintain equipment other than photocopiers such as facsimile machines, microfiche machines, vending machine and scanners;
- Reports service, maintenance, and repair of copier equipment needs to Information Technology in a timely manner;
- Monitors Copy Center duplication and Vendacard inventory supply on a regular basis;
- Orders supplies according to established policies and procedures;

#### Document Delivery and Interlibrary Loan

- Takes incoming request from user, whether via telephone, facsimile, or e-mail; create user document delivery record gathering or confirming all necessary information;
- Determines whether interlibrary loan or fee-based library service per established guidelines and procedures;
- Searches standard print and online sources to verify bibliographic information, availability, associated costs, and time frame for delivery;
- Communicates with user as to retrieval and delivery options and associated fees per predetermined policies and procedures;
- Retrieves and prepares materials to fill requests including checking out any print materials, faxing, scanning, or photocopying;
- Coordinates delivery to user either through electronic delivery or ground shipment using various modes of transmission (i.e. fax, scanner, or other electronic means), reproduction (i.e. photocopy, photograph) or shipment (i.e. UPS, US Mail) as appropriate responding to requested method of delivery;
- Resolves routine problems with other libraries and clients regarding delivery of materials;
- Tracks all physical items that leave library through interlibrary loan service; if necessary, initiates overdue notice with Circulation;
- Processes items upon return to LACLL including check-in of material and placement in re-shelving area;
- Updates and maintains a variety of records to account for each ILL / document transaction, compile

statistics, ensure copyright compliance, etc;

- Requests item from outside sources;
- Prepares items for Library user when received;
- Provides input on changes in policies and procedures;
- Provides back up at the Circulation desk as needed;
- Communicates with supervisor, employees, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Participation in the achievement of divisional and departmental goals

- Provides input on changes in departmental and divisional policies and procedures;
- Regularly participates in Circulation desk operations and serves as back up;
- Works with outreach services to help create member benefits package and marketing development;
- Collaborates with divisional staff to increase borrower base through new services and non-borrower usage;
- Communicates with supervisor, employees, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

### Position Qualifications

#### Required

- Associate's degree with course work emphasis in Library Technology or related field; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities.
- 2+ years' experience in a Library, office environment, or customer service environment.
- Must be able to:
  - Operate/utilize general office equipment, library equipment, and personal computers proficiently
  - Communicate and be understood
  - Read, understand, retain, and recall written and oral instructions
  - Concentrate and pay close attention to detail
  - Think and work independently and be a self-starter
  - Understand and follow-through on tasks
  - Complete tasks despite continuous interruptions
  - Organize workload according to established priorities to ensure timely completion of jobs
  - Solve copy center problems effectively
  - Provide quality customer service and treat others with common courtesy, respect, and tact

#### Preferred:

- Previous library experience in which knowledge of practices and procedures relevant to Circulation was learned.
- Knowledge of PDF editing software
- Bachelor's degree with course work emphasis in Library Technology or related field; or any

equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities.

### Work Environment

Will be working in a busy Customer Service environment.

### Physical Abilities Required

- Requires the ability to lift, push, pull up to 50 lbs.
- May require bending, stooping, reaching, twisting and crawling.
- Must be able to move from one branch or partnership location to another.
- Some exposure to adverse environmental conditions such as dust and/or odors.

### Approvals

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Senior Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

### Statement of Employee

I understand the position and its responsibilities and expectations as described above. The above statements describe the level of work performed in general terms. The statements are not intended to list all the responsibilities, duties and/or skills required of employees so classified. The content herein is subject to change, with or without due notice.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Distribution: Original - Human Resources, Copies - Supervisor, Employee