

- I. DEPARTMENT: University Libraries: Collection Management, ILL & Document Delivery
- II. POSITION: Interlibrary Loan Library Assistant
- III. CLASSIFICATION: LIBRARY ASSISTANT III
- IV. NAME OF INCUMBENT: Vacant
- V. POSITION NO.: 001259

VI. JOB PURPOSE:

One of several members of the Collection Management Department, this position is cross trained to support all the functions of the Department and works with all formats included in the University Libraries' collections. The primary responsibilities of this position support the Interlibrary Loan and Document Delivery (ILL/DD) Office. This position focuses on the borrowing function of Interlibrary Loan, but he/she also provides routine backup for other functions of the ILL/DD Office. He/she also participates in providing user assistance at the Research and Information Services (RIS) Desk on a scheduled basis.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

- A. Provides leadership for the borrowing function of the University Libraries' Interlibrary Loan program.
 - 1. Serves as the initial contact for local ILL users in person, via email, and on the telephone; makes referrals to others as appropriate.
 - 2. Receives and processes requests to borrow materials from other libraries for use by the University's students, faculty, and/or staff using the OCLC system, RAPID, or other appropriate resource sharing tool.
 - 3. Processes borrowing requests that require advanced searching and research skills in order to be filled.
 - 4. Serves as student supervisor for the ILL/DD Office providing training and daily direction.
 - 5. Reports problems and malfunctions in the ILL operation to the ILL Librarian and colleagues as appropriate.
 - 6. Monitors efficiency and accuracy of borrowing procedures and provides appropriate feedback to supervisors.
 - 7. Coordinates daily workflow for the students and staff in the ILL/DD Office, responding to changes in workload by initiating cross-training and routinely handling tasks that may not be the primary responsibility of this position.
 - 8. Addresses complex or non-routine problems and issues appropriately handled at an LA 3 level keeping his/her supervisor informed as necessary.

- B. Maintains appropriate records, documents, and reports related to the University Libraries' borrowing activities.
 - 1. Maintains established statistics related to Interlibrary Loan and reports them in the appropriate format as scheduled and/or as requested.
 - 2. Monitors all queues in the ILL management software and other applications related to the borrowing of library materials and reconciles any discrepancies in a timely manner.
 - 3. Assists with maintaining the accuracy and currency of the borrowing section of the ILL/DD procedure manual, independently identifying and making changes in accordance with established library procedures.
- C. Assists with accomplishing tasks related to the overall responsibilities of the Collection Management Department, as needed.
 - 1. Serves as backup for other staff in the ILL/DD Office during absences or periods of heavy workload.
 - 2. Cross-trains in other departmental functions and assists with other tasks as needed.
- D. Provides direct user assistance on a scheduled basis at the Research and Information Services (RIS) Desk.
 - 1. Fulfills his/her scheduled shifts at the RIS desk, reporting on time and taking the initiative to resolve scheduling conflicts in a timely manner.
 - 2. Conducts reference interviews in person, on the telephone, or using other available technology to determine and best serve the information needs of library users.
 - 3. Assists library users with searching print or online finding aids such as the online catalog, electronic databases, and/or indexes to locate information resources to meet their needs.
 - 4. Assists library users with locating and utilizing library materials regardless of format. This includes but is not limited to periodicals, newspapers, microforms, government publications, and videos.
 - 5. Instructs library users in the use of microform printers/scanners, microform readers, computers, copy machines, and other library equipment.
 - 6. Makes appropriate referrals to other individuals or departments when the complexity and/or subject matter of users' requests are beyond his/her level of expertise.
 - 7. Maintains appropriate statistics or use data for the services and/or resources provided through the RIS Desk.
 - 8. Participates in team meetings, training, and development sessions designed to develop and improve skills of the RIS Desk team.
- E. Performs other duties as assigned
 - 1. Serves on library or university committees or task forces as assigned.
 - 2. Undertakes other duties or projects as assigned by supervisor(s).
 - 3. Participates in training and professional development opportunities that will enhance his/her job skills and expertise

VIII. DIRECTION RECEIVED

Reports to the Interlibrary Loan Librarian, the Head of the Collection Management Department, or the Executive Director/Dean of University Libraries, as appropriate.

IX. DIRECTION GIVEN

May supervise student workers. May supervise other staff, providing training and daily direction.

X. JOB SPECIFICATIONS

Requires a bachelor's degree and at least two years of relevant experience. An appropriate combination of education and experience might substitute for the required degree. An appropriate substitution might be two years of college and six years of relevant work experience.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5 workweek. The primary work schedule for this position is 8:00 a.m. to 4:30 p.m., Monday through Friday. From time to time, the work schedule might be modified to meet needs of the library. When he/she is participating in staffing the RIS Desk schedule, his/her work schedule will be modified to support the RIS Desk schedule and might include some evening and weekend hours.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Experience and comfort with using computers in a work setting and the ability to learn the protocols for utilizing multiple software packages for managing and manipulating data.
2. Previous library work experience in a position comparable to a Library Assistant 2 or higher.
3. Excellent oral and written communication skills.
4. Excellent attention to detail and ability to maintain a high level of accuracy in his/her work.
5. Good customer service skills and ability to assist library users with their information needs whether they arrive in person, on the telephone, or electronically.
6. Must be able to exercise sound judgment and good decision-making skills
7. Strong interpersonal skills that will support establishing and maintaining productive working relationships with a diverse group of faculty, staff, coworkers, and external partners and to interact with them in a courteous and professional manner.
8. Must be able to work independently as well as part of a team while meeting deadlines, completing work on established schedules, and asking for assistance, if needed, to prevent delays in accomplishing tasks.
9. Ability and willingness to learn new skills and functions as the operations and needs of the library evolve.

10. Ability to supervise the work of others including providing appropriate training and assessing work performance.
11. Ability to recognize the limitations of the authority of this position and to make appropriate referrals to a higher authority.

XIII. WORKING CONDITIONS

Technologically oriented academic research library with some similarity to an office environment. Position has a strong public service component requiring regular interaction with the general public. Position requires some standing, walking, and reaching. Must be able to spend a majority of the workday at a computer station/desk. May be required to climb on step ladders to reach materials on higher shelves. Incumbent must be able to bend, stoop, and lift up to 30 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks weighing up to 300 pounds.

Description last updated: February 2013, October 2021