

I. DEPARTMENT: Collection Management – ILL & Document Delivery

II. POSITION: ILL Borrowing Assistant

III. CLASSIFICATION: LIBRARY ASSISTANT II

IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 002168

VI. JOB PURPOSE:

One position on the Interlibrary Loan and Document Delivery (ILL/DD) team which provides borrowing, lending, and document delivery services to support the study, teaching, and research needs of library users. This position primarily focuses on supporting the borrowing function of Interlibrary loan but is also cross trained to provide routine backup for other functions of the ILL/DD Office. He/she provides direct assistance to library users providing directional and technical assistance.

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 libraries' interlibrary loan program.

1. Receives and processes requests to borrow materials from other libraries for use by students, faculty, and/or staff of the University using the OCLC system, RAPID, or other appropriate resource sharing tools.
2. Determines whether the request will be most efficiently filled via borrowing, purchasing, or other document delivery mechanism.
3. Identifies potential lending libraries and initiates requests using appropriate online systems(s).
4. Assists with training and supervising students workers assigned to the ILL/DD Office.
5. Reports problems and malfunctions in the ILL operation to the supervisor and colleagues as appropriate.
6. Provides, to supervisor(s), feedback on efficiency and accuracy of borrowing procedures.

B. Maintains appropriate records related to borrowing activities.

1. Monitors statistics related to the borrowing of library materials and reconciles any discrepancies.
2. Works with Circulation staff, as needed, to resolve problems associated with charges that accrue to our library by borrowing from other libraries fully utilizing the tools available within the ILL management software.
3. Assists with maintaining the accuracy and currency of the borrowing section of the ILL/DD procedure manual.

C. Provides direct assistance to library users.

1. Assists library users by answering general and/or directional questions in person, via the telephone, or electronically.

2. Makes referrals to the RIS desk or other appropriate resource within the library or on campus.
 3. Cross trains in other interlibrary loan/document delivery functions and/or other general library functions in order to meet user and library needs.
 - D. Performs other duties as assigned
 1. Serves on library committees as assigned.
 2. Undertakes other duties or projects as assigned by supervisor(s).
- VIII. DIRECTION RECEIVED
Reports to the Interlibrary Loan Librarian, the Department Head, or the Executive Director/Dean of University Libraries, as appropriate.
- IX. DIRECTION GIVEN
May supervise student workers, providing training, daily direction, and input for evaluations. May provide training for other staff.
- X. JOB SPECIFICATIONS
Requires an Associate's degree and at least one year of appropriate work experience. An equivalent combination of education and experience would be two years of college and four 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.
- XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS
 - A. Experience and comfort with using computers in a work setting.
 - B. Must be able to learn the protocols for utilizing multiple software packages for managing and manipulating data.
 - C. Good customer service skills and ability to work with a diverse clientele.
 - D. Excellent attention to detail and ability to maintain a high level of accuracy in his/her work.
 - E. Good verbal and written communication skills.
 - F. Must be able to work independently and as part of a team.
 - G. Ability and willingness to meet deadlines, complete work on established schedules, and ask for assistance, if needed, to prevent delays in processing of requests.
 - H. Ability and willingness to recognize problems and malfunctions in the ILL/DD workflows or processes and report them appropriately.
 - I. 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. 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: August 2010, October 2021