

- I. DEPARTMENT: Collection Management
- II. POSITION: ILL Lending Assistant
- III. CLASSIFICATION: LIBRARY ASSISTANT II
- IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 001215

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 lending function of Interlibrary loan but is also cross trained to provide routine backup for other functions of the ILL/DD Office. They provide 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 lending function of the libraries' interlibrary loan program.
 - 1. Receives and processes requests from other libraries to borrow materials, of all types, from the collections of the University Libraries using the OCLC system, RAPID, or other appropriate resource sharing tools.
 - 2. Locates requested materials and subsequently scans, copies, and/or packages item as appropriate.
 - 3. Creates and/or updates records in the appropriate electronic systems so that each transaction can be tracked and counted.
 - 4. Assists with training and supervising student 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 lending procedures.
- B. Maintains appropriate records related to lending activities.
 - 1. Monitors statistics related to the lending of library materials and reconciles any discrepancies.
 - 2. Maintains information related to charges that accrue to other libraries through lending, fully utilizing the tools available within the ILL management software.
 - 3. Maintains accuracy and currency of lending 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, Department Head, and/or the Executive Director/Dean of University Libraries as may be 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 two years 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 as well as a 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 public service component requiring 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