

University Libraries  
Resource Delivery & Interlibrary Loan Librarian

- I. DEPARTMENT: University Libraries, Collection Management
- II. POSITION: Assistant/Associate Professor  
Internal Title: Resource Delivery & Interlibrary Loan Librarian
- III. CLASSIFICATION: Faculty
- IV. NAME OF INCUMBENT: Vacant V. POSITION No.: 2260

VI. JOB PURPOSE:

This position provides leadership and direction for providing resource delivery & interlibrary loan (ILL) for the University Libraries in support of the research, teaching, and learning needs of the faculty, students, and staff of the University of Memphis. This non-tenure track, full time faculty position is assigned to the Technical Services Department and functions as part of the team of faculty and staff who identify, discover, solicit, procure, and deliver the resources to the University Libraries' constituencies. Using elevated information professional skills and knowledge, this position will advise and/or act to either arrange delivery from and to holders/producers and recipients of resources or recommend and act upon procurement options including purchase or subscription as best expedites the information delivery. His/her efforts directly support information needs of the Libraries' constituencies participating in on-campus programs as well as through the various off-campus programs offered by the University, including, but not limited to, UMGlobal and other remote/distance education initiatives as they may occur.

As a member of the University Libraries' faculty, he/she participates in the Collection Development Program, serves as liaison librarian to one or more academic department(s), and may participate in the Libraries' User Instruction program. As a faculty member in the Technical Services Department s/he participates fully in the programs and services of the department. Along with the Department Head and other faculty in the department, he/she participates in planning and determining strategic directions for Technical Services. In this dynamic library environment, the specific duties and assignments are subject to revision to meet changes in programmatic and technological advances.

VII. DUTIES AND RESPONSIBILITIES

- A. Assumes responsibilities as a librarian in one of the departments of the University Libraries.
1. Provides leadership in planning and implementing Resource Delivery services to meet the information needs of students and faculty.
  2. Supervises staff in the Resource Delivery & Interlibrary Loan service.
  3. Works with personnel in the Library Information Systems Department to ensure that appropriate software installations and upgrades occur in a timely manner.
  4. Applies the principles of information storage and retrieval, bibliographic record structures, and library user behavior to inform his/her planning for the Libraries' Resource Delivery services.
  5. Represents the Libraries with local and regional groups addressing issues related to resource delivery.
  6. Prepares statistical and management reports related to activities of the service.
  7. Develops mechanisms for evaluating the effectiveness and efficiency of resource delivery.
  8. Makes recommendations for improvements to the processes and procedures in use.
  9. Serves as collection developer and library liaison for assigned academic department(s).
  10. May participate in the Libraries' Instruction Program.

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- B. Participates in faculty governance and provides input into library decision-making.
  - 1. Participates in faculty meetings and works with colleagues to implement the agreements reached through collective decision-making.
  - 2. Stays abreast of current trends, new developments, and best practices in his/her areas of responsibility and takes steps necessary to integrate these into the University Libraries as appropriate.
  - 3. Maintains membership and actively participates in appropriate professional organizations.
  - 4. Participates in the Faculty Senate and other campus-wide faculty activities as opportunities present themselves.
  
- C. Maintains and documents a program of research and continual learning that promotes his/her own professional growth and development and contributes toward the achievement of the libraries' organizational mission.
  - 1. Conducts appropriate professional level pure or applied research in subjects and disciplines related to one or more aspects of librarianship or the broader field of information sciences.
  - 2. Seeks grant funding to support research or experimentation in his/her field(s) of interest or operational responsibility.
  - 3. Seeks opportunities to publish research findings in professional publications and to make formal presentations at professional meetings.
  - 4. Participates in formal and informal programs of continual learning that will enhance professional expertise and contribute to overall effectiveness as a faculty member.
  
- D. Performs other duties as assigned.
  - 1. Participates in library-wide projects and activities as needed.
  - 2. Undertakes other tasks assigned by the Department Head and/or the Executive Director & Associate Dean of University Libraries.
  - 3. Serves on Libraries or University committees and/or task forces as assigned.

VIII. DIRECTION RECEIVED:  
Reports to Department Head, Technical Services

IX. DIRECTION GIVEN:  
Supervises the work of the staff in the Resource Delivery & Interlibrary Loan Service.

X. JOB SPECIFICATIONS:  
This is a 12 month, exempt, non-tenure track, faculty position that requires an ALA accredited M.L.S and appropriate, relevant library work experience. Faculty members are expected to conduct research, provide professional service, and publish their work in appropriate professional publications. A second graduate degree is required to be eligible for promotion.

XI. SPECIAL CONDITIONS:  
This position requires a varying work schedule and will include some scheduled evening and weekend hours. The specific work schedule may change from week to week depending on the demands of the responsibilities of the position.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS  
A. Knowledge of the principles and practices of resource discovery and delivery.

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- B. Experience with integrated library systems (e.g. Sierra, preferred).
- C. Experience using the OCLC system or other similar bibliographic support system.
- D. Experience with ILL utilities and applications (e.g. ILLiad, preferred).
- E. Prior experience supervising the work of others.
- F. Must have a level of technological acumen that will enable him/her to not only effectively utilize, but also to monitor and trouble-shoot hardware and software in use in the office.
- G. Familiarity with issues involved in providing services to distant users.
- H. Appropriate technical knowledge and expertise as well as theoretical and applied understanding of the roles and functions of an academic research library serving an intellectually and scholastically diverse community.
- I. Ability to train and supervise a diverse group of personnel.
- J. Excellent oral and written communication skills.
- K. Must have good interpersonal skills and demonstrate a commitment to public service.
- L. Must be a self-starter and able to work independently as well as as a part of a team in a collegial environment.
- M. Must be able to assume responsibility and accomplish goals in a timely manner with little or no supervision.
- N. Evidence of potential to maintain an ongoing program of professional involvement and professional development at a level that would merit promotion.
- O. Ability to work effectively with a highly diverse group of faculty, staff, students, public, and coworkers in a courteous and professional manner.
- P. Must have good problem-solving skills and exercise sound judgment in dealing with a variety of issues.

**XIII. WORKING CONDITIONS:**

Technologically oriented academic research library where Resource Delivery serves as an important supplement to the collections maintained by the University Libraries. This position has an extensive public service component requiring regular interaction with the general public in person, by telephone, and/or electronically. Position requires some standing, walking, and reaching in order to assist library users. Must be able to lift and carry at least 20 pounds. Position requires travel to other locations to assess and plan for addressing user needs as well as for participation in appropriate professional activities.

Revised August 16, 2019