

Ball State University
Position Description

Department: University Libraries

PC#: 403032

Dept Code: 12300

Salary Grade: 12 E

Position Title: Interlibrary Loan Supervisor

Reports To: Head of Access Services

Revision Dates: 8/2000; 11/2005

Human Resources Representative: Rhonda Thomas

This description is intended to indicate the kinds of duties and level of difficulty required at this salary grade; it is not intended to limit the right of any supervisor to assign, direct and control the work of an employee under his/her supervision.

Positions Supervised: Interlibrary Loan Assistant, Interlibrary Loan Coordinator, Interlibrary Loan Searcher and students.

Position Function:

Direct the operation and personnel of University Libraries' Interlibrary Loan; provide service to patrons and other institutions; maintain student budget, statistics, and records needed to monitor office activity.

Duties/Responsibilities:

1. Manage and coordinate the services, equipment, and personnel of the Interlibrary Loan Office; includes hire, train, evaluate, and schedule staff; troubleshoot and process requests.
2. Provide interlibrary loan service to patrons, search print and electronic sources for verification and location of items in BSU and other libraries' collections; communicate with faculty, staff, and students regarding requests; maintain current knowledge of systems and software used in ILL.
3. Monitor student budget and maintain records and statistics for local and state reports.
4. Interpret, analyze, and evaluate procedures, policies, software, and programs in Interlibrary Loan.
5. Act as head of the Access Services unit in the absence of the Head of Access Services as needed.
6. Perform other related duties as assigned.
7. Maintain regular and predictable attendance.

All of the above essential functions require varying degrees of independence, judgment, and discretion and the ability to be mobile within the office and/or work area. Requires the ability to efficiently operate a computer keyboard and programs.

Minimum Qualifications:

Education: Bachelor's degree or equivalent in library science, business, or related field or equivalent.

Experience: Over one through three years of supervisory, library, or related experience; working knowledge of basic Microsoft applications.

Additional Preferred Qualifications:

Education:

Experience: