

*Ball State University*  
***Position Description***

**Department:** University Libraries  
**Dept Code:** 12300

**PC#:** 503099  
**Salary Grade:** 9 N

**Position Title:** Interlibrary Loan Lending Coordinator

**Reports To:** Interlibrary Loan Supervisor

**Revision Dates:** 10/96; 11/2000; 2/2005; 8/2007

Human Resources Representative: Rhonda Thomas

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*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:** Students.

**Position Function:**

Coordinate lending operations of the Interlibrary Loan office, including supervising, hiring, training, evaluating, and scheduling of student assistant staff.

**Duties/Responsibilities:**

1. Supervise lending operations of the Interlibrary Loan office; includes hiring, training, evaluating, scheduling and disciplining students; oversee the retrieval and preparation of materials for lending and checking in returned materials.
2. Search incoming lending requests on OPAC and INNOPAC to determine availability in University Libraries; prepare for retrieval by student assistants.
3. Supervise packaging of borrowed materials for return in accordance with U.S. and Ball State University postal regulations.
4. Provide information and ILL service to users in person and by telephone; process renewals and assist with overdues.
5. Maintain current knowledge of the systems and software used in ILL; verify requests for lending of University Libraries materials.
6. Perform duties of other Interlibrary Loan staff.
7. Perform other related duties as assigned.
8. 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:** Up to eighteen months of specialized training beyond high school in a related field or equivalent.

**Experience:** Over one through three years of related experience including some supervisory experience; working knowledge of basic Microsoft Office application.

**Additional Preferred Qualifications:**

**Education:** Associate's degree.

**Experience:**