

Ball State University
Position Description

Department: University Libraries

PC#: 503101

Dept Code: 12300

Salary Grade: 9 N

Position Title: Interlibrary Loan Assistant

Reports To: Interlibrary Loan Supervisor

Revision Dates: 9/2000; 3/2005; 1/2009

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: Students.

Position Function:

Coordinate and perform activities related to processing materials borrowed for ILL patrons; communicate with other institutions regarding items on loan and overdue; assist Interlibrary Loan users in person and over the telephone.

Duties/Responsibilities:

1. Process incoming Interlibrary Loan materials, insuring accuracy and timely delivery; includes opening, receiving, verifying materials, condition, and special instructions, recording due dates, notifying patrons of arrival, and using appropriate tracking software.
2. Assign and review work, orient and train staff, and make recommendations as to interviewing and selection, performance appraisal, and discipline.
3. Process Interlibrary Loan returns, verifying items and condition; prepare materials for return attending to special instructions, insurance, etc., as needed.
4. Verify and process incoming print articles, digitally scan and deliver electronically to requestors following appropriate copyright compliance guidelines.
5. Monitor overdue items on loan to other institutions, including communicating with other agencies.
6. Provide Interlibrary Loan and information services to users in person and remotely.
7. Maintain current knowledge of systems and software used in Interlibrary Loan.
8. Perform duties of other Interlibrary Loan staff as needed.
9. Perform other related duties as assigned.
10. 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: Eighteen months of specialized training or education beyond high school or equivalent.

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

Additional Preferred Qualifications:

Education:

Experience: Library experience; OCLC experience.