Interlibrary Loan Specialist

Department: LITS: ILL and Reserves
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

The Emory Libraries seek an energetic, service-oriented and collaborative professional to serve as the Interlibrary Loan Specialist in the Robert W. Woodruff Library. The ideal candidate will be responsible for providing complex library user services and research assistance to the university and external communities.

University Job Summary Statement

Provides complex library user services and research assistance to the university and external communities. Provides access to information, resources, and materials by using a specialized knowledge of electronic databases, microcomputer applications, complex reference tools, and/or foreign languages; these may include the Internet, CD-ROMs, and on-line databases. May create bibliographic access to research materials (government documents, manuscripts, and other resources) using a specialized knowledge of national standards, electronic reference sources, and complex reference tools. May provide physical access to materials employing specialized techniques relating to conservation, binding, reproduction, and/or reformatting. May verify bibliographic information on-line and prepare requests for borrowing and lending of library materials through interlibrary loan or other means. May hire, train and supervise student staff. Performs related responsibilities as required.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

Library Position Summary

Reporting to the Head of Interlibrary Loan (ILL), the ILL Specialist is responsible for processing 1) interlibrary borrowing requests and materials for Emory students, faculty and staff and 2) interlibrary lending requests and materials for users of non-Emory libraries, upon request by their library. The specialist provides ILL office coverage at the Woodruff Main Library and assists with other ILL activities, including stacks searching and document scanning and delivery, as needed.

Key Responsibilities & Duties

- Upon request, responsible for verifying, locating and requesting from other libraries items for use by Emory students, faculty and staff (E), including:
  - Verifies citations and locate requested material using online and print resources such as OCLC, Docline, citation databases, individual library catalogs, the National Union Catalog and Newspapers in Microfilm
  - Requests material from holding libraries using resource sharing systems such as OCLC, Docline, and RapidILL as well as university web sites and email.
• Provides special handling of rush requests, such as calling or emailing holding libraries to request expedited services such as next-day delivery
• Communicates with Emory researchers in person and via email and phone to clarify ILL policies and procedures and to resolve problems concerning their ILL requests (E), including:
  • Items requested from other libraries: items shipped but not received, electronic delivery resends, renewals, recalls
  • Emory-owned items: LSD holds, available electronically, on reserve, held at other Emory libraries, etc.
• Processes interlibrary lending requests received from non-Emory libraries via OCLC ILLiad and other resource sharing systems, including:
  • Performs searches in Aleph/DiscoverE & other discovery tools to determine ownership, availability & location of requested materials
  • Processes eJournal requests & delivers eJournal articles via Odyssey, Article Exchange or email
  • Prepares pull slips for student assistants to use in searching stacks for requested items
• Communicates with other libraries via phone & email regarding bibliographic, shipping and other problems with lending requests and materials
• Communicates with other library departments via phone, email & in person regarding problems such as the libraries’ holdings in OCLC, Aleph & eJournals; items not on shelf; storage retrieval requests; and shipping delays or damage
• Provides ILL office coverage during business hours, including opening the unit, as assigned
• Serves as backup for Woodruff Library ILL borrowing and lending specialists, as needed
• Assists in maintaining library address records in ILLiad
• Troubleshoots and/or reports system problems, as needed
• Participates in hiring and training student assistants and assists with daily supervision, direction and problem-solving
• Assists in the development and implementation of policy, procedural and/or technological improvements, including maintaining documentation for staff and student workers
• Keeps abreast of library and resource sharing trends and developments by monitoring ILL-related listserves and participating in InfoForums, webinars, conferences etc.
• Instructs patrons on use of the library web OPAC/user interface and other discovery tools, including eJournals, databases, and subject guides.
• Helps patrons locate and obtain materials outside the University Libraries through Interlibrary Loan, the ARCHE program, or other external sources.
• Answer general reference questions and refer patrons to subject liaisons for advanced consultations.
• Provides directional assistance and general library and university information.

University Minimum Required Qualifications

Bachelor's degree in a related field and two years of related work experience OR equivalent combination of experience, education, and training. Positions in this classification may require computer skills, proficiency in a foreign language, or other special skills.

Emory is an Equal Employment Opportunity/Affirmative Action employer. Emory University is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, ethnic or national origin, gender, age, disability, sexual orientation, gender identity, gender expression, veteran's status, or any other factor that is prohibited consideration under applicable law.

Library Required Qualifications
These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.

- Two years of relevant library experience in an academic or public library environment
- Experience with ILLiad, OCLC or other combination of bibliographic management and/or resource sharing systems.
- Ability to work with bibliographic citations and materials in a variety of foreign languages.
- Attention to detail, demonstrated capacity for carrying out tasks in an accurate and timely manner, and ability to check own work for accuracy.
- Strong customer service skills and commitment to proving service effectively in a diverse environment.
- Ability to initiate and maintain cooperative working relationships with co-workers, supervisors, and managers and with other libraries. Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.
- Ability to work independently and follow through on tasks with minimal direction.
- Ability to manage and prioritize tasks and perform effectively in a fast-paced environment with a fluctuating workload and frequent distractions and interruptions.
- Sound judgment and ability to analyze information and solve problems within the scope of his/her responsibilities.
- Demonstrated proficiency and capabilities with personal computers and standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software and with the Web
- Must be able to lift up to 30 pounds. Must be able to push heavy book trucks, move and unpack boxes.

**Library Preferred Qualifications**

- Experience working with interlibrary loan and/or document delivery in an academic or public library.
- Experience with ILLiad, OCLC, Docline or other combination of bibliographic and/or ILL management systems

Applications/resumes must be submitted online through Emory Careers and looking for job posting #54399BR. Please include a letter of interest along with your resume. For more information, contact Nydia Charles-Huggins at (404) 727-6885, necharl@emory.edu.