Interlibrary Borrowing Coordinator

Department: LITS: Interlibrary Loan and Course Reserves, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

Job Description

Reporting to the Head of Interlibrary Loan and Course Reserves, the Interlibrary Borrowing Coordinator is responsible for managing the interlibrary borrowing and electronic document delivery operations of both the Woodruff Main and Health Sciences Center libraries, insuring timely physical and electronic delivery of items requested by Emory students, faculty and staff from library resources at Emory and other institutions. The Interlibrary Borrowing Coordinator serves a leadership role in collaborating with all Emory Libraries to develop and implement interlibrary borrowing and electronic document delivery services, policies, practices and technologies across the Emory Libraries. The Interlibrary Borrowing Coordinator also provides ILL office coverage during business hours and assists with other ILL processes, as needed.

University Job Summary

Primary duties are organizing, coordinating, and planning operational facets of a program and its related activities which include, but are not limited to the following: establishing long-term operational objectives, researching factors that may impact the success of the program, and working with individuals or groups to research and document program requirements in order to provide appropriate input into the development of strategic plans. Develops work plans to accomplish program goals and objectives and monitors progress toward their achievement. Conducts research and gathers information to develop various publications. Develops promotional materials which may include content for reports, briefings, newsletters, grants or other written information related to the program. Assists in developing and coordinating program-related conferences, conventions, or meetings. Monitors expenditures and may participate in the budget planning process and prepare financial reports. May assist in identifying funding resources and developing fund-raising strategies and initiatives. Preparers operational and statistical reports. Conducts training, represents the program at meetings and conferences, and networks with affiliated groups. May supervise assigned project staff, interns and/or volunteers. Performs related responsibilities as required. This is not an administrative support position.

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.
Professional Responsibilities

A) Manages the interlibrary borrowing (ILB) and electronic document delivery (EDD) operations of the Main and Health Sciences Center libraries.

1. Oversees and participates in the processing of ILB and EDD requests from Emory students, faculty and staff, including training and setting daily processing priorities for ILL specialists and students with borrowing and EDD responsibilities.
2. Uses various electronic and print sources, including OCLC, PubMed, databases and online catalogs, to verify bibliographic information for and to locate material requested by Emory students, faculty, and staff.
3. Requests material via OCLC ILLiad, Docline, Rapid, email, and individual supplier websites.
4. Expedites rush requests by contacting potential suppliers to confirm the availability of rush processing and expedited delivery via the internet, FedEx, UPS, or other delivery service.
5. Consults with the H/ILLCR, Subject Librarians and other library staff, as needed, for assistance in verifying, locating, requesting and/or purchasing specialized material requested by ILL users.
6. Communicates with Emory researchers, other library units and other libraries regarding research needs, ILB and EDD requests, policies, and procedures.
7. Creates and maintains ILLiad proxy accounts for Emory faculty.
8. Communicates with ILL users, lending libraries and/or internal units, as needed, regarding special items, unfilled requests, shipping issues, damaged or lost items, and other issues involving requested material. Handles user requests to waive ILL fines and/or unblock ILLiad accounts.
9. Maintains transaction and lending library address records in ILLiad, reporting address changes to the mail room, as needed.
10. Approves invoices for payment; processes interdepartmental and purchasing card charges.
11. Purchases books and articles for individual use and/or to add to collection; requests purchase of material by other teams/librarians, as needed.
12. Communicates with the Stacks Team & Library Service Center (LSC) staff regarding Emory items not found on shelf and/or problems with LSC EDD requests.
13. Resolves and/or reports technical problems with ILLiad, Alma, DiscoverE &/or ILL equipment, as appropriate.
14. Recommends, develops and implements policy, procedural and/or technology changes to improve ILB and EDD services and workflow. Creates and maintains staff training materials and other documentation for ILB & EDD.
15. Participates in the hiring & evaluation of ILL Specialists w/emphasis on their ILB & EDD responsibilities.
16. Monitors and contributes to ILL-related listservs to stay abreast and share information regarding trends and issues relevant to ILB, EDD and library resource sharing, in general.
17. Compiles statistics and other transactional information for reports of ILB and EDD activity, as requested by the H/ILLCR.
B) Student Supervisor Responsibilities

1. Serves as the designated Student Supervisor for ILL borrowing.
2. Works closely with the H/ILLCR and Library HR in areas of recruitment, hiring, orientation, training, supervision, and evaluation of student employees. Adheres to policies and procedures as defined in the Student Supervisor’s handbook to ensure appropriate student employment forms are submitted to LHR. Attends student supervisory training when offered to be informed of policy and procedural updates.
3. Coaches, mentors and counsel’s student employees to ensure that they have the opportunity to develop broad knowledge of library operations and services as well as specialized skills. Develops and provides specific training to student employees within a department.
4. Develops and maintains up-to-date student employee job descriptions for student assistant positions within a department. Submits request for new student assistant to LHR in a timely manner. Works collaboratively with LHR to ensure student employees are reclassified at the appropriate levels and times. Responsible for submitting appropriate documentation as it relates to student employment to LHR in a timely manner.
5. Conducts performance evaluations for student employees. Reviews evaluation with student employees and ensures that evaluations are submitted to LHR in a timely manner and are in accordance with the campus and library policy.
6. Establishes and maintains communications with student employees to facilitate the work of the library and ensure student employees are informed of library activities and initiatives.
7. Reviews Time and Attendance (TAS) clocking transaction reports to ensure that designated telephones are being used to clock in/out. Approves/Denies TAS exceptions by 10:00am on a Payroll Monday. Works closely with student employees and student timekeeper to resolve timecard issues. Cross references manual student employee timesheets to substantiate submitted TAS exceptions.
8. Consults with LHR on student-related employee performance issues.
9. Reviews student allocation summary reports for each pay period to ensure no year-end surpluses and notifies LHR of any discrepancies.

C) Other Interlibrary Loan Responsibilities

1. Provides ILL office coverage during business hours, including opening the unit, as assigned.
2. Provides backup for ILL borrowing specialists and/or student assistants, as needed.
3. Serves as back-up for the H/ILLCR with an emphasis on borrowing.

D) Emory Libraries Systems and Practices

1. Assists in evaluating the performance of the ILLiad interlibrary loan management system, documenting issues and reporting them to the H/ILLCR, Library Core Systems and/or Atlas Systems, as appropriate.
2. Assists in monitoring ILLiad system performance and responds to problems and questions posted to the ILLiAdmin and/or EmoryILLiad discussion lists.
3. Coordinates with the H/ILLCR, Library Core Systems and/or Atlas Systems (the software developer and server host) to resolve technical issues and maintain basic software and system performance.
4. Recommends improvements for interlibrary borrowing functionality, data quality and reporting tools.
5. Assists with ILLiad system testing, training, and troubleshooting in conjunction with the H/ILLCR and library systems staff and ILL staff from other Emory libraries.
6. Supports the Emory University ILL community (Law, Oxford, and Theology) by providing assistance with interlibrary borrowing policies and procedures.

**University Minimum Required Qualifications**

Bachelor's degree in a field related to the program and two years of related experience, or an equivalent combination of education, training and experience.

**Library Required Qualifications**

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

- Three years of relevant library experience, including interlibrary loan, preferably in an academic library
- Experience with OCLC Resource Sharing, ILLiad, Docline and/or other combination of bibliographic and/or ILL management systems
- Requires one or more of the following: computer skills, special skills or a proficiency in a foreign language.
- 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 the ability to check own work for accuracy
- Strong customer service skills and commitment to providing service effectively in a diverse environment
- 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
- 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 foster teamwork among others
- Demonstrated proficiency with personal computers and standard office and internet applications such as the Microsoft Office suite and web browsers such as Explorer, Firefox, Chrome and/or Safari
• Must be able to lift up to 30 pounds. Must be able to push heavy book trucks, move and unpack boxes

**Preferred Qualifications**

• Reading knowledge of at least one non-English language

**Application Procedures**

Interested candidates should review the applications requirements and apply online at

[https://staff-emory.icims.com/jobs/29693/interlibrary-borrowing-coordinator/job](https://staff-emory.icims.com/jobs/29693/interlibrary-borrowing-coordinator/job)

Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

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