JOB DESCRIPTION

POSITION TITLE: INTERLIBRARY LOAN SPECIALIST

JOB CLASS: Staff
SUPERVISOR: Head of Public Services
CLASSIFICATION: Part Time
LOCATION: DeLand
SUPERVISORY: No
DEPARTMENT: Library

POSITION OVERVIEW:
Under the supervision of the Head of Public Services, the Interlibrary Loan Specialist is responsible for all tasks involved in the Interlibrary Loan (ILL) process and helping to staff the Library’s circulation desk. Must be a team player dedicated to excellent customer service and have strong computer and technology skills.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:
This position involves critical thinking, independent judgment, and discretion. Requires an individual who is detail-oriented, self-motivated, goal and task-oriented, with highly effective interpersonal and communication skills. Work is performed with considerable independence within the scope of established policies and procedures. Required: Bachelor’s degree. Must start the work day when the library opens (currently 8:00 am). Preferred: library experience.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
Working in consultation with the Interlibrary Loan Librarian, processes all interlibrary loan borrowing and lending requests using established library online databases; maintains copyright log for ILL borrowing; and maintains all ILL borrowing and lending statistics. Maintains all borrowing and lending paperwork, reconciles paperwork with items returned from other libraries, sends recalls for overdue loans, and bills other libraries for overdue or lost items. Purchases items not available through interlibrary loan and coordinates with the Acquisitions Department for addition of items to the permanent collection. Stays current with the latest ILL practices and procedures. Supervises the ILL student assistants. Oversees the Circulation Department when the Circulation Services Coordinator is absent. Staffs the Circulation Desk. Handles numerous circulation-related transactions. Answers questions from students, staff, and faculty about circulation, reserves, interlibrary loan, the library’s collection, and general library policies. Assists patrons with the use of computers, printers, copiers, and scanners. Troubleshoots routine problems encountered by patrons in their use of library equipment such as computers, printers, copiers, and scanners. Stays current with library and emerging technologies. May occasionally fill in on other shifts.
APPLICATION PROCEDURE: Please submit a letter of application, which addresses the qualifications, a resume, and/or application with names, addresses and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources, 421 N. Woodland Blvd., Unit 8327, DeLand, FL 32723. FAX: 386-822-7562 EMAIL: humres@stetson.edu. Complete application, available online.

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