

University of Houston – Clear Lake

Position Description

Job Title: **Library Associate - Interlibrary Loan**

Job Code: **5422**

Pay Grade: **120**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree, or equivalent combination of education and relevant experience .	
Experience	Two years of library experience or equivalent combination of education and relevant office experience.	One or more years of experience using an automated catalog in an academic setting. Interlibrary loan experience preferred. Knowledge of OCLC FirstSearch (national bibliographic utility) experience preferred.
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

This Library Associate acts as primary contact for the borrowing side of the Interlibrary Loan Office as well as for the NASA/Johnson Space Center (JSC) patron community and assists in all aspects of the Interlibrary Loan Office. This position primarily handles interlibrary loan requests for all UHCL patrons, using specialized library-specific databases and software such as OCLC FirstSearch (bibliographic utility), III (library's online catalog), CLIO (interlibrary loan document manager & statistics gathering package), Ariel (document delivery & receiving software), and Prospero (document delivery software) as well as precise web searching and email to implement these requests. Also, this staff member monitors the OCLC First Search Request Manager for Borrowing, contacts libraries as needed regarding these requests, re-evaluates unfilled requests, notifies patrons regarding the status of their requests, and processes received items. This position is responsible for managing the Book Express Request System, using specialized modules withing the III system -- managing the requests, working with appropriate peer contacts at other UH System libraries, trouble-shooting the system as well as maintaining the reports related to this system. This associate assists in supervising up to three student techs. The incumbent is cross-trained to update all transactions on the lending side of interlibrary loan, must have mastery of all operations of the interlibrary loan unit in order to provide back-up for each operation in both borrowing and lending procedures, and be able to work well with all levels of UHCL staff.

Duties and responsibilities

% Time

Primary contact for JSC patron borrowing. Works directly with the ILL Supervisor--organizing and prioritizing borrowing requests to maintain proper workflow and meet daily deadlines. Primary borrower of interlibrary loan materials through specialized online sources such as OCLC FirstSearch.	25
Manages and is responsible the Book Express Paging System for UHCL and acts as the UHCL liaison with contacts at other UH System libraries and maintains monthly reports.	15
Prints web ILL borrowing request forms, verifies patron status--whether UHCL Faculty, Staff, Student--DE or JSC patron-- checks catalog and textbook lists. Determines whether request should transition internally into a Document Delivery or a Paging request.	15
Monitors the Request Manager file on FirstSearch, takes appropriate action and monitors and	15

manages borrowing overdue problems. Responds to patron inquiries regarding status of requests and discusses requests with patrons when clarification is needed to identify requested title, edition, etc. Maintains the Library Mail box - disseminates the messages to appropriate staff and records these statistics.	
Assists in collecting and retaining miscellaneous information required to perform various interlibrary loan tasks--subscribing to appropriate listservs to remain abreast of current changes and the latest technology. Is familiar with all systems and machines instrumental in performing ILL functions, i.e., scanners, copiers, microfilm/fiche readers. Assists in keeping the interlibrary loan procedures manual (paper and electronic) up to date. Exhibits knowledge of the Library of Congress and Dewey classification systems as well as of existing and available resources for interlibrary loans and assists in researching new resources.	15
Updates and uses appropriate databases (FirstSearch, Clio, Ariel, Millennium) as required. Is cross-trained in order to provide back-up regarding Borrowing & Lending duties as needed with specific knowledge of appropriate database that require monitoring. Assists in the training and supervision of three student workers. Responsible for daily collection of statistics specific to interlibrary loan borrowing--including Book & Article Requests, Paging, Document Delivery. Other duties as assigned.	15

This position description describes the general qualifications, duties and responsibilities of work being performed.