

University of Houston – Clear Lake

Position Description

Job Title: **Supervisor, Interlibrary Loans**

Job Code: **5426**

Pay Grade: **150**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Bachelor's degree, or equivalent combination of education and relevant experience.	
Experience	Four years library experience or equivalent combination of education and relevant work experience.	One or more years of experience using an automated catalog in an academic setting. Interlibrary loan experience preferred. Knowledge of OCLC (national bibliographic utility) experience preferred and supervisory experience. Excellent knowledge of and proficiency in MS Office
License/Certification		

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

POSITION SUMMARY

This ILL Office Supervisor position manages the day-to-day operations of the interlibrary loan unit, overseeing and prioritizing workflow, and suggesting changes in procedures. This position works closely with the Access Services Librarian and supervises, performs timekeeping, evaluates (performance assessments) and makes merit and reclassification recommendations and handles disciplinary actions for two FTE interlibrary loan unit employees and three student workers. In conjunction with the Access Services Librarian, this position participates in the hiring and provides for appropriate training and development and supervision of all interlibrary loan staff and student workers. The employee acts as first contact or liaison between the interlibrary loan unit and lending libraries. The incumbent should have mastery of all operations of the interlibrary loan unit, and provide training, cross-training, and back-up for each operation. This position is responsible for management and update of ILL procedures and associated paper and electronic manuals for the unit. In accordance with university and system mandates and audits, the incumbent ensures that employees are aware of current departmental and unit procedures and guidelines. This position is responsible for producing, maintaining statistics related to all functions within unit, and reporting to the appropriate department head. The Office supervisor is responsible for the adherence to regulations regarding the Interlibrary Loan Code and copyright licensing issues and laws (Title 17, United State Code). This position uses the library's online catalog (III) to catalog-on-the-fly, specialized online services (FirstSearch) and library-specific software (Ariel, CLIO) and hardware (book and microform scanning technology) to fill interlibrary loan requests for books, journal articles, and document delivery. This position is able to determine the appropriate course of action regarding source locations of requested items not available through regular channels. The incumbent performs all additional assigned tasks with precision and order in a timely fashion.

Duties and responsibilities

% Time

Oversee, manage, organize, and prioritize the interlibrary loan unit workflow when multiple tasks are to be accomplished, and assigns duties to the interlibrary loan staff. Supervise and evaluate interlibrary loan employees. Consult with Access Services Librarian as necessary. Recommend modifications of ILL policies. Subscribes to appropriate listserves to keep abreast of emerging technologies and changing processes and policies in the ILL environment. Oversee and participate in borrowing interlibrary loan materials through specialized online library-specific sources such as	50
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<p>OCLC (First Search). Review requests requiring additional research and determine appropriate action. Oversee and participate in borrowing for specialized patron base of JSC interlibrary loan/document delivery patrons.</p>	
<p>Respond to patron inquiries regarding status of requests and discuss requests with patrons when clarification is needed to identify requested title, edition, etc. Communicates with outside agencies, vendors, lending institutions and the public as situation determines. Assist in monitoring of the borrowing message file on OCLC and takes appropriate action. Assist in Printing online ILL request forms, verify patron status, check catalog and textbook list (books), subscribed electronic resources and copyright database (articles).</p>	15
<p>Ensure that the team procedures manual (paper and electronic) is kept up to date. Oversee and assist the maintenance Library Mail box - disseminates the messages to appropriate staff and maintains these statistics. Act as interlibrary loan liaison between the unit technology providers and the system librarian; and, keeps abreast of current interlibrary loan-specific software and emerging technologies and recommends upgrades when needed. Oversee training of new ILL staff members and student workers and also cross-training of current staff. Supervise interlibrary student technicians. Stay aware of additional training opportunities through Amigos and recommend formal training as needed.</p>	15
<p>Exhibit knowledge of the Library of Congress and Dewey classification systems as well as of existing and available resources for interlibrary loans; researches new resources. Collect and retains miscellaneous information required to perform various interlibrary loan tasks, and creates new and more efficient ways to complete job responsibilities. Oversee collection of statistics specific to interlibrary loan, including courier services, yearly lending and borrowing, collection development, copyright, etc. Maintain interlibrary loan forms, and makes recommendations about format and wording changes, and oversees the ordering of forms and supplies in a timely fashion. Create and maintain an OCLC database of preferred lenders (lending strings) for the unit which is organized based upon location and cost. Other duties as assigned.</p>	20

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