UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty____ Exempt __X__ Non-Exempt ____ Other____

Date Prepared: September 18, 2019   Division: Research & Academic Services


Reports to: Head, Resource Sharing & Reserves

Position Title: Resource Sharing Coordinator

NATURE OF WORK:

Oversees provision of Interlibrary Loan (ILL) Services to UMD users and manages daily operations related to borrowing, lending, and document delivery. Provides leadership, coordination, resource management, and supervision of staff and/or student employees. Manages and customizes the ILL management system. Collects and analyzes data to evaluate services, monitor expenditures, and inform decisions. Collaborates with others across the User Services & Resource Sharing department and the University Libraries to continuously improve service to library users and resource sharing partners.

Volume for these services is closely tied to the academic calendar. Accordingly, annual leave cannot be used during the month of January and the two weeks before and after the start of the Fall and Spring semesters, except in emergencies or other exceptional circumstances.* These are peak periods with increased workloads for the Resource Sharing & Reserves unit.

DUTIES AND RESPONSIBILITIES:

1. Manages the daily operations of interlibrary loan (50%).
   a. Manages internal operations for ILL borrowing, lending, and document delivery, including processing of requests and materials.
   b. Hires, trains, supervises, evaluates, and determines work priorities of staff members and/or student employees working in interlibrary loan.
   c. Assures that service goals and resource sharing agreements are met.
   d. Assures qualified staff members are available to respond to user inquiries and provide accurate information from 10am-6pm, Monday-Friday.
   e. Assumes primary responsibility for maintaining procedures, continuously identifying training needs, and seeing that those training needs are met.
   f. Collaborates with other department supervisors and branch library staff to

* Asterisk indicates these are essential job functions.
resolve problems related to circulation, retrieval, and shipping of materials.
g. Oversees payment and monitors expenditures related to interlibrary loan.
h. Oversees closing of interlibrary loan for holidays and inclement weather.
i. Creates ILLiad user accounts for staff members and student assistants.
j. Processes interlibrary loan requests and materials, as needed.

2. **Collaborates with the Head of Resource Sharing & Reserves to improve Interlibrary Loan Services (20%)**
   a. Engages in ongoing efforts to improve ILL services, in accordance with the User Services & Resource Sharing’s department strategic plan.
   b. Conducts biannual ILL user feedback surveys, and collaborates with the User Experience Librarian to conduct user testing for ILL interfaces.
   c. Plans changes based on qualitative and quantitative data (see #4 below).
   e. Collaborates with User Systems and Support (USS) staff to test and to upgrade to the latest version of ILLiad.
   f. Participates in resource sharing community activities related to the development of current and next generation ILL systems.

3. **Assists users and staff at other libraries (10%)**
   a. Answers inquiries regarding interlibrary loan policies and specific interlibrary loan requests.
   b. Educates and guides face-to-face and remote customers with varying levels of proficiency in using Interlibrary Loan services, including how to access these services via the Libraries’ various discovery tools.
   c. Resolves customer complaints related to ILL Services that are escalated by other unit, department, or branch library staff.

4. **Gathers, organizes, and analyzes data related to interlibrary loan (10%).**
   a. Gathers data on monthly basis to assess ILL borrowing, lending, and document delivery operations and services.
   b. Gathers data for the ILL annual report using ILLiad database queries and OCLC, RapidILL, and UBorrow reports.
   c. With Head of Resource Sharing & Reserves, analyzes quantitative data as well as results from biennial ILL user feedback surveys.
   d. Provides biannual reports to selectors to inform collection development decisions; provides reports for serial/database cancellations, as needed.
   e. Performs annual data collection for external sources (e.g., ARL, USMAI)

5. **Serves on library and consortial committees as appropriate (5%)**

6. **Performs other duties as assigned (5%)**
PHYSICAL DEMANDS:

1. Extensive work at a computer.
2. Works in an area of high activity, which may be stressful on occasion.
3. Work schedules are subject to change based on the University calendar and staffing needs, i.e. seven days/week, including evenings and weekends.

SUPERVISORY RESPONSIBILITIES:

Directly or indirectly supervises 2 FTE student assistants.
Provides direction and training to 4.5 FTE non-exempt staff performing ILL tasks.
May directly supervise up to 3 FTE non-exempt staff.

QUALIFICATIONS:

EDUCATION:

Required Bachelor's Degree

EXPERIENCE:

Required Five years of progressively responsible library experience, of which at least three years must be directly related to the primary duties of the position and at least one year must be in a supervisory capacity.

Preferred Experience working in an academic library.

KNOWLEDGE/SKILLS/ABILITIES:

Required Thorough knowledge and understanding of resource sharing and related library systems. Ability to communicate effectively; to establish and maintain good working relationships with library users and staff; and to provide guidance and instruction to subordinate personnel. Ability to work independently and to exercise initiative in interpreting and applying rules, procedures, and instructions. Ability to set and adjust priorities, to be creative in analyzing workflow, to respond to constantly shifting work demands, and to exercise sound judgment.

Preferred Experience customizing ILLiad for improved efficiency or user experience. Experience using Microsoft Excel, Access, or Power BI for reporting.