UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty____ Exempt ____ Non-Exempt _X___ Other___

Date Prepared: May 19, 2017 Division: Public Services


Reports to: Head of Resource Sharing & Reserves

Position Title: Delivery & Reserves Library Services Specialist

NATURE OF WORK:

Provides Scan & Deliver, the Libraries’ document delivery service, to UMD users. Processes document delivery, interlibrary loan, and course reserves requests in ILLiad and Ares, with an emphasis on electronic delivery and international shipping. Ensures compliance with U.S. Copyright Law and CONTU Guidelines. Provides guidance and instruction to library support staff and student assistants performing tasks related to document delivery. Provides assistance to UMD Libraries’ users and communicates with staff at other libraries. Provides essential evening hour coverage on weekdays (preferred work schedule is 10:30 am-7:00pm).

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. Provides Scan & Deliver to UMD users (20%)
   a. Processes document delivery requests in ILLiad, our interlibrary loan management system.
   b. Searches the library’s catalog and other online databases to verify citations and the availability and location of materials.
   c. Prints pull slips and organizes them by location and call number.
   d. Retrieves, scans, and delivers document delivery materials (as needed).

* Asterisk indicates these are essential job functions.
e. Monitors document delivery workflow and turnaround time, ensuring all
requests are filled within 72 hours.

f. Collects, reports, and assists with analyzing data related to document
delivery volume and turnaround time.

g. Follows up with ILL contacts at branch libraries if workflow problems
develop.

2. Monitors for copyright infringement and other laws, policies and practices
governing access, use, and sharing of information resources (20%)

   a. Understands section 107 of U.S. copyright law and CONTU guidelines.
   b. Takes lead in analyzing document delivery requests to determine fair use.
      Works with users to edit requests if amount of the portion used is deemed
      prohibitive.
   c. Processes ILL requests in Awaiting Copyright Clearance queue to
determine if request is fair use or whether copyright royalties must be paid
   (or article purchased from publisher).
   d. Analyzes e-reserves requests to determine fair use.

3. Processes ILL and E-Reserves requests and materials (20%)

   a. Processes borrowing and lending requests in ILLiad.
   b. Processes e-reserves requests in Ares, our reserves management
      system.
   c. Searches OCLC, the library’s catalog, and other online databases to verify
      citations and the availability and location of materials.
   d. Retrieves, scans, and delivers/posts materials (as needed).
   e. Processes incoming articles that are delivered via email or snail mail.
   f. Researches and completes commercial invoices/customs forms for
      shipping interlibrary loan items to libraries outside the U.S. and Canada.

4. Provides guidance and instruction to library support staff and student
   assistants (10%)

   a. Assigns duties to student assistants (as needed) and trains them in tasks
      related to interlibrary loan, document delivery, and reserves.
   b. Reviews requests for articles that student assistants cannot locate,
      updating the requests in ILLiad or Ares and the item records in Aleph.
   c. Answers questions relating to scanning or delivery of files.
   d. Performs quality control on items scanned by student assistants.
   e. Trains other unit and department staff in document delivery processing,
      scanning, and international shipping.
   f. Trains branch library staff to print slips, scan, and deliver materials to fill
      interlibrary loan and document delivery requests.

5. Assists library users and staff at other libraries (20%)

   a. Answers email, telephone, and in-person inquiries regarding interlibrary
      loan, document delivery, and reserves policies and specific 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. Instructs faculty in adding Course Reserves to ELMS and submitting
reserves requests.
d. Assists customers with complaint resolution, escalating to Resource
Sharing Library Services Supervisor or Head of Resource Sharing &
Reserves (as appropriate).
e. Provides directional, informational and other assistance to users during
regularly assigned shift(s) at the McKeldin Library Services Desk.

6. Identifies and resolves problems related to library resources/services (5%)
a. Troubleshoots Electronic Delivery, searching for and recovering files lost
in transmission from one library to another.
b. Takes lead in troubleshooting and reporting issues with the unit’s
overhead, flatbed, and microform scanners to DSS.

7. Other Duties as Assigned (5%)
a. Position may be cross-trained in other resource sharing and reserves
functions and assigned other duties as needed.

PHYSICAL DEMANDS:

1. Extensive work at a computer and copiers/scanners.
2. Works in an area of high activity, which may be stressful on occasion.
3. Work involves standing, reaching, stooping, bending, lifting and moving
objects, including loaded book trucks.
4. 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:

Provides guidance and instruction to library support staff and student assistants
performing tasks related to resource sharing and reserves. Provides functional
supervision of student assistants working at the Library Services Desk during
assigned shifts.

QUALIFICATIONS (Knowledge, skills, and abilities):

EDUCATION:

Required Bachelor's Degree
EXPERIENCE:

Required  
One year of experience directly related to the primary duties of the position.

Preferred  
Experience working in an academic library. Experience in leading and training student assistants or other employees.

KNOWLEDGE/SKILLS/ABILITIES:

Required  
General knowledge and understanding of the nature and function of libraries; of library services, standards and procedures; of bibliographic records, publishing and publication formats, and library information storage and retrieval systems. Skill in alphabetic and numeric filing; in using a computer terminal to input and retrieve information; in interpreting and applying library policies and procedures; and in analyzing problems of a moderately complex nature. Ability to communicate effectively; to establish and maintain effective working relationships with library users and staff; to provide guidance and instruction to subordinate personnel; to work independently; and to exercise initiative in interpreting and applying rules, procedures, and instructions.

Preferred  
Familiarity using ILLiad, OCLC WorldShare, and/or RapidILL. Familiarity with Ares, Canvas, or other reserves and learning management systems. Familiarity operating multifunction printers and scanners. Knowledge of U.S. Copyright Law section 107 as it applies to libraries and CONTU guidelines.

Employee’s Signature_________________________ Date__________

Employee’s Name__________________________________________

Supervisor’s Signature_________________________ Date__________