

**UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM**

Check one: Faculty Exempt Non-Exempt Other

Date Prepared: June 1, 2022 **Division:** Research and Academic Services

Prepared by: Lorraine Woods **Department:** User Services & Resource Sharing

Reports to: Resource Sharing & Reserves Coordinator

Position Title: Library Resource Sharing Specialist, Lending

NATURE OF WORK:

Manages the lending of library materials to other libraries. Processes interlibrary loan requests and materials in ILLiad. Identifies and resolves problems related to ILL lending. Supervises ILL student employees, and provides guidance and instruction to library support staff performing tasks related to ILL lending. Assists with improving lending policies, procedures, and workflows. Provides assistance to staff at other library institutions and UMD Libraries' users.

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.¹ These are peak periods with increased workloads for the Resource Sharing & Reserves unit.

DUTIES AND RESPONSIBILITIES:

- **Manages lending of library materials to other libraries (40%)***
 - Processes lending requests in ILLiad, our interlibrary loan management system.
 - Searches the library's catalog and online databases to verify citations and the availability and location of materials.
 - Uses Confluence, OCLC Knowledgebase, and other documentation to verify the lendability of particular collections and online resources.
 - Prints pull slips and organizes them by location and call number.
 - Manages the lending of returnables to other libraries, including renewals and returns.
 - Identifies and resolves ILLiad system alerts, OCLC special messages, problem items, and other errors related to Lending.
 - Oversees lending workflow and monitors turnaround time, ensuring priority requests are filled in 24 hours and other requests within 4 business days.

¹ Asterisk indicates these are essential job functions.

- Collaborates with Logistics & Periodicals and Collection Maintenance & Retrieval coordinators and staff members at branch libraries to address any workflow problems related to retrieval, scanning, or shipping.
- **Supervises the unit's student assistants (20%)***
 - Partners with the Borrowing Student Lead to hire, schedule, evaluate, and terminate student employees.
 - Trains student employees in tasks related to interlibrary loan lending.
 - Assigns lending tasks to student employees daily.
 - Reviews student employees' work and performs quality control.
- **Assists library users and staff at other libraries (20%)***
 - Serves as primary contact for questions from staff at other libraries regarding the lending of materials via interlibrary loan and billing for services rendered, damage, or lost item replacement.
 - Answers email, telephone, chat, and in-person inquiries regarding interlibrary loan policies and specific interlibrary loan requests.
 - 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.
 - Assists customers with complaint resolution, escalating to Resource Sharing Coordinator or Head of Resource Sharing & Reserves (as appropriate).
 - Provides directional, informational and other assistance to users during regularly assigned shift(s) at the McKeldin Library Services Desk.
- **Performs billing functions related to ILL lending (7%)***
 - Sends invoices for services rendered and loss/replacement monthly; sends invoices for damage as needed.
 - Submits payments from other libraries to the Libraries' Business Office on a weekly basis and voids replacement invoices if items are returned.
 - Reverses charges if an item was not supplied, if an item was returned before payment was processed, or an approved replacement copy is provided in lieu of payment.
 - Alerts supervisor once an unpaid invoice becomes 90 days overdue.
- **Assists Resource Sharing Coordinator with improving lending policies, procedures, and workflows (4%)**
 - Assists with writing and revising of lending policies and procedures.
 - Assists with evaluating and revising workflows for greater efficiency, including, but not limited to, the customization of ILLiad.
- **Provides guidance and instruction to library support staff (3%)**
 - Trains and directs other unit and department staff performing tasks related to lending and resource sharing policies and procedures in general.
- **Other Duties as Assigned (6%)**

- a. Position may be cross-trained in other interlibrary loan functions and assigned other duties as needed.
- b. Participates in library-, consortial- or campus-related task forces, committees, and initiatives, as assigned.
- c. Engages in shared-governance and/or service activities, as appropriate and in areas in which the incumbent is interested in volunteering.
- d. Participates in university and/or library activities and training related to promoting diversity, equity, inclusion, and accessibility.
- e. Contributes to achieving the University's and/or the Libraries' diversity, equity, inclusion, and accessibility goals.

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:

Supervises Resource Sharing & Reserves student assistants (including hiring, scheduling, training, evaluating, and terminating). Provides guidance and instruction to library support staff performing tasks related to interlibrary loan lending. Provides functional supervision of student assistants working at the Library Services Desk during assigned shifts.

QUALIFICATIONS:

EDUCATION:

Required Bachelor's Degree

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

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

- Knowledge of the mission and role of college or university library and its primary customers.
- Ability to learn and apply contemporary library terminology and functions.
- General knowledge of traditional and emerging practices for describing and organizing information resources.
- Understanding and ability to apply library and university computing policies and practices that help ensure information quality, integrity, and security.
- Ability to apply and enforce U.S. Copyright laws and current trends related to access and use of information resources.
- Knowledge of basic principles of quality customer service, teamwork, and conflict resolution.
- Ability to work independently and exercise initiative in applying rules, procedures and instructions.
- Excellent oral, written, and interpersonal communications skills. Experience and proficiency with one or more technologies or tools used to create, seek, use, or manage information.
- Ability to learn and operate a variety of common computing and productivity applications (e.g. email, word processing, databases and spreadsheets, content management, web browsers) and specialized library hardware, systems, and software applications.
- Ability to apply key concepts and best practices for developing, maintaining, and using collections of digital information.
- Skill in analytical and problem solving.
- Ability to assist other library staff in selecting and evaluating technology used in libraries.

Preferred

Familiarity using ILLiad, OCLC WorldShare, and/or RapidILL. Familiarity operating multifunction printers and scanners. Foreign language skills are beneficial.

Employee's Signature _____ **Date** _____

Employee's Name _____

Supervisor's Signature_____ **Date**_____