**Position:** Library Assistant II, Interlibrary Loan Unit, Access Services Department (Search #105847)

**Deadline:** September 21, 2018

**Pay Grade:** 26N

The University of Delaware Library, Museums and Press invites applications for the position of Library Assistant II in the Interlibrary Loan Unit. This position reports to the Coordinator, Interlibrary Loan and Document Delivery Services.

**Major Responsibilities:**

- Oversee the lending of library materials from the University of Delaware Library to other institutions. Process Interlibrary Loan lending requests using OCLC ILLiad. Prepare, prioritize, and check requests for subsequent retrieval by student assistants. Use DELCAT to check library holdings and to charge/discharge material for loan. Monitor queues in ILLiad to ensure that turnaround time requirements are being met. Communicate with other University of Delaware library staff to ascertain holdings and request items for loan. Correspond with staff at borrowing libraries to answer status queries and resolve problems. Maintain current awareness of Unit policies and procedures to ensure adherence to U.S. copyright law.

- Verify, search and submit Interlibrary Loan borrowing requests from University of Delaware Library users. Correspond with users to clarify citations and with lending libraries to request items for loan.

- Check books out to library users at the Interlibrary Loan Service Desk. Assist library users with routine inquiries and perform troubleshooting via telephone, email, and in person for Interlibrary Loan patrons experiencing difficulty with requesting materials or retrieving electronic documents. Interpret library policies and procedures for users.

- Perform other job-related duties as assigned.

**Qualifications:** High school diploma or GED and two to three years of related experience. Working knowledge of library records, automated library systems, and other specialized library databases, and procedures in specific departmental operations. Experience using standard computer software programs for word processing, spreadsheets, databases, and web-based applications. Demonstrated ability to perform difficult bibliographic searches in a variety of databases and the Internet. Ability to follow complex instructions, to work independently, and to devise solutions to problems. Ability to manage multiple projects and responsibilities in a goal-driven processing environment. Ability to perform detailed and accurate work in a fast-paced environment; strong organizational skills; and the ability to communicate effectively and interact well with people of all ages and diverse backgrounds. Previous customer service experience. Must be able to lift, with or without assistance, boxes of books and supplies weighing up to 50 lbs., push and pull full book carts weighing 250 lbs., and bend and reach to place books and journals on library shelves ranging from 3”-90” high.
Preferred: Experience working in interlibrary loan. Familiarity with modern foreign language(s) and experience using software specific to interlibrary loan operations, such as ILLiad and BSCAN ILL. Two years of college education preferred, in order to understand the research value and scholarly use of library materials.

General Information: The University of Delaware Library, Museums and Press is committed to student success, scholarly research and inclusive excellence. The Library is strongly committed to fostering diversity within our community. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion, and will assist us to expand our capacity for diversity in the broadest sense. The Library collaborates with strategic campus partners to achieve these priorities, as well as with national professional organizations.

Work Hours: Monday-Friday, 7:30 am – 4:00 pm

To Apply: Include cover letter and resume, along with the names and contact information of three employment references, following University of Delaware application instructions at http://www.udel.edu/udjobs/

Equal Opportunity Employer: The University of Delaware is an Equal Opportunity Employer which encourages applications from Minority Group Members, Women, Individuals with Disabilities and Veterans. The University’s Notice of Non-Discrimination can be found at www.udel.edu/home/legal-notices/

Employment offers will be conditional upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.