

**Position:** Library Assistant II, Interlibrary Loan Unit, Access Services Department (Job no: 494341)

**Deadline:** September 30, 2019

**Pay Grade:** 26N

The University of Delaware Library, Museums and Press seeks a service-oriented individual with strong attention to detail to assist faculty, staff and students with Interlibrary Loan materials and services. This is a 12-month, full-time, nonexempt position reporting to the Coordinator, Interlibrary Loan and Document Delivery Services. Major responsibilities of the position include:

- Oversee the borrowing of library materials from other libraries on behalf of University of Delaware Library users. Search WorldCat and other databases for materials and submits Interlibrary Loan borrowing requests using OCLC ILLiad. Research incomplete citations and investigate potential lenders for requested items as needed. Monitor request queues to make sure items have been received from lending libraries and communicate with other libraries to follow up on request statuses.
- Process incoming Interlibrary Loan materials and prepare them for users, including verifying that the correct items have been received and recording due dates for borrowed returnable items. Communicate with other libraries to resolve problems. Process materials being returned to other libraries. Prepare packages for mailing during peak periods or in the absence of student assistants.
- Serve as the Interlibrary Loan Unit's primary liaison with University of Delaware researchers. 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. Communicate with users about the status of their requests.
- Maintain Interlibrary Loan Unit's patron record database, reviewing incoming new users and determining eligibility for Interlibrary Loan services. Work with staff in the Circulation and Reserve Unit to resolve problems with incomplete or expired records.
- Review and search incoming Article DELivery Service, Distance Learning DELivery Service, and intercampus requests as needed. May assist with scanning articles for users during peak periods.
- Process Interlibrary Loan lending requests, including call number searching in DELCAT Discovery, during times of peak volume.
- Perform other job-related duties as assigned.

**Qualifications:** High school diploma or GED and two to three years of related experience; two years of college education preferred, in order to understand the research value and scholarly use of library materials. Requires working knowledge of library records, automated library systems and other specialized library databases, and procedures in specific library operations; ability to perform difficult bibliographic searches and to research challenging citations in a variety of library databases and the Internet; ability to work with requests in a variety of foreign languages; demonstrated ability to work with complex transactions and to perform detailed and accurate work while dealing with frequent interruptions; ability to follow complex instructions, to work independently and to devise solutions to problems; strong organizational skills; ability to communicate effectively and interact well with people of all ages and diverse backgrounds; and experience in using standard computer software programs for word processing, spreadsheets, databases, and Web-based applications. *Preferred:* Previous customer service experience; familiarity with modern foreign language(s); experience working in interlibrary loan. *Special Requirements:* Must be able to lift, with or without assistance, boxes of books and supplies weighing up to 50 pounds, push and pull full book carts weighing up to 250 pounds, and bend and reach to place books and journals on library shelves ranging from 3 to 90 inches high.

**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 including the Association of Research Libraries, Center for Research Libraries, Coalition for Networked Information, Council on Library and Information Resources, Digital Library Federation, Greater Western Library Alliance, OCLC Research Partnership, SPARC, HathiTrust, the National Digital Stewardship Alliance, the National Network of Libraries of Medicine (NN/LM) and the ACRL Diversity Alliance. See [library.udel.edu/](http://library.udel.edu/).

The Interlibrary Loan (ILL), a unit within the Access Services Department, works with libraries around the world to borrow and lend research materials. ILL receives and processes over 80,000 requests annually, and also provides a variety of delivery services for users on- and off-campus. The ILL team fulfills over 90% of the requests submitted by University of Delaware researchers with a rapid turnaround time and takes pride in locating and delivering rare and difficult to obtain items.

**Work Hours:** Monday-Friday 8:30am – 5pm.

**To Apply:** Include cover letter, resume and the name and contact information of three employment references, following University of Delaware application instructions at [careers.udel.edu](http://careers.udel.edu)

**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/](http://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.*

## **LIBRARY, MUSEUMS & PRESS**

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