

JOB INFORMATION

Effective Date	1/10/2022
Job Code:	5426
Job Title:	Supv, Interlibrary Loans
Salary Grade/Structure:	160 - Support Staff
Career Level Name:	M1 - First Level Manager
FLSA Name:	Non-Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Library
Job Family:	Library
Job Summary	This position is responsible for overseeing and participating in daily operations of the library's Interlibrary Loan (ILL) department. This department obtains materials requested by UHCL patrons which are not available in the library's print or electronic collections, and lends UHCL materials to other libraries.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/Preferred	
Bachelor's Degree		Required	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Three years of library experience.	Required	and
Less than 3 yrs	One year of experience in an Academic Library.	Preferred	and
Less than 3 yrs	Interlibrary Loan experience.	Preferred	and
Less than 3 yrs	Supervisory experience.	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
• Knowledge of copyright law and Fair Use standards.	Proficient
• Knowledge of Interlibrary Loan concepts and principles.	Proficient
• Computer skills along with extensive working knowledge of OCLC/WorldShare, ILLiad, Odyssey, Alma/Primo, and PeopleSoft.	Proficient
• Skills with office imaging equipment (scanners, microform machines, photocopiers).	Proficient
• Ability to work independently and be a self-starter as well as communicate effectively both orally and in writing.	Proficient
• Ability to organize and prioritize tasks as necessary and must be able to manage changing priorities.	Proficient
• Must have excellent leadership, interpersonal, and problem solving skills to work with library staff and patrons.	Proficient

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Oversee, organize, and prioritize the Interlibrary Loan unit workflow and assign duties to the Interlibrary Loan staff. Recommend modifications of ILL policies to Assistant Director of Access & Delivery Services.	10%
• Participate in monitoring and processing of borrowing and lending requests through specialized online library-specific sources such as OCLC/WorldShare. Review requests requiring additional research and determine appropriate action, including purchasing of materials as needed.	30%
• Train, supervise, and evaluate performance of Interlibrary Loan employees and student assistants. Oversee timekeeping and absence request approvals. Consult with Assistant Director of Access & Delivery Services as needed.	15%
• Oversee maintenance of ILL email and voicemail -- disseminate and respond as needed. Respond to patron inquiries regarding status of requests and discuss requests with patrons when clarification is needed to identify requested title, edition, etc. Communicate with outside agencies, vendors, lending institutions and the public as needed.	10%
• Maintain record of ILL purchases (ScienceDirect, Reprints, PCard purchases), copyright clearance, and account reporting.	5%
• Monitor overdue interlibrary loan items. Issue invoices and collect payment for lost loaned items, and request invoices as needed for lost borrowed items.	5%
• Monitor and manage system (ILLiad) forms and templates and assist in website (Libguide) development and coordinate system updates as required.	5%
• Ensure departmental procedures manual (paper and electronic) remain current.	10%
• Subscribe to appropriate listservs to keep aware of emerging technologies and changing processes and policies in the ILL environment. Stay aware of additional training opportunities through Amigos, OCLC and Atlas (ILLiad) and recommend formal training as needed.	5%
• Additional duties as assigned.	5%

PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes

Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting		X				
Carrying		X				
Pushing		X				
Pulling		X				
Climbing		X				
Balancing		X				
Stooping		X				
Kneeling		X				
Crouching		X				
Crawling		X				
Reaching		X				
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

Travel Requirements

Estimated Amount	Brief Description
0%	

