

**UNIVERSITY OF MARYLAND LIBRARIES  
POSITION DESCRIPTION FORM**

**Check one: Faculty**\_\_\_\_ **Exempt** \_\_\_\_ **Non-Exempt**  X  **Other**\_\_\_\_

**Date Prepared:** September 15, 2010      **Division:** Public Services

**Prepared by:** Charles E. Wright      **Department:** Access Services/ILL

**Reports to:** ILL Coordinator      **Position Title:** Graduate Student Asst

**NATURE OF WORK:**

Manages the processing of interlibrary loan document delivery requests. Assists ILL Coordinator in maintaining workflow. Communicates with University of Maryland Libraries users and staff. Provides functional supervision of student workers.

**DUTIES AND RESPONSIBILITIES:**

Searches standard print and online sources to verify bibliographic information and availability. Searches OPAC to verify local availability and location of materials. Manages faculty document delivery requests in automated ILL messaging system (ILLiad). Enters data to automated ILL management system (ILLiad). Provides training and instruction to student assistants. Provides information on interlibrary loan and document delivery policies and procedures and answers questions for library patrons. Instructs users in the procedures for requesting document delivery materials electronically. Manages delivery of document delivery materials to patrons. Other duties as assigned.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

1. Frequent interaction with UM Libraries' staff and users requiring oral/written communication in person, over the phone, and via email.
2. Extensive work at a computer and other equipment used in ILL processing.
3. Must work in an area with a high level of activity---may be stressful on occasion.

4. Work involves extensive standing, reaching, stooping, bending, lifting and moving objects, including loaded book trucks.
5. 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:**

N/A

**QUALIFICATIONS (Knowledge, skills, and abilities):**

**EDUCATION:**

**Required**

Currently enrolled graduate student at UMCP

**EXPERIENCE (Be specific, indicate the minimum years of experience and skills needed):**

**Preferred**

One year experience directly related to the primary duties of the position; computer knowledge; detailed knowledge of interlibrary loan and document delivery policies, procedures, and processes of the University of Maryland Libraries; thorough understanding of ILL database management system and the Libraries' automated circulation system; basic knowledge of organizational policies and procedures. Must be able to work independently and under pressure to expedite document delivery processing; must be flexible and demonstrate good judgment; must be able to apply rules, policies, and procedures consistently and fairly.

**Employee's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_