



**DATE ISSUED:** 09/16  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Coordinator, Interlibrary Loan

### ***JOB SUMMARY***

This position is responsible for the daily operations of the TWU Libraries Interlibrary Loan Department, insuring policies and procedures are followed and enforced (Borrowing and Lending). Responsible for all daily transactions in the Interlibrary Loan Department, testing of system upgrades, new releases, and maintaining the interlibrary loan system, ILLiad. Responsible for processing patron requests for materials, receiving materials from lending institutions, preparing materials to be loaned, troubleshooting patron accounts, and assigning fees to patrons. Work is performed under minimal supervision with latitude for the use of independent judgment. Performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Access Services Manager

*Supervises:* May supervise Library Assistants and/or Student Assistants

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Coordinates and oversees daily Interlibrary Loan operations.
- Processes interlibrary loan borrowing request for all TWU students (Denton, Dallas, Houston, and Distance Education), faculty, and staff.
- Verifies citations and locate requested materials using online and print resources such as OCLC, Docline, citation databases, and library catalog etc.
- Maintains familiarity with copyright restrictions.
- Processes incoming emails from lending libraries using ILLiad and Article Exchange.
- Communicates with other Interlibrary Loan departments when items are not received, need resends for articles, or need renewals.
- Provides information to library users and assists with gathering research information.

*Coordinator, Interlibrary Loan  
Date Issued: 09/16  
FLSA: Non-Exempt  
PTO: COVS*

- Provides basic reference and technology services to all students (distance), faculty, and staff; refer more complex questions and services to Reference Librarians.
- Communicates with other Interlibrary Loan departments to resolve problems with library holdings in OCLC and to address TWU catalog issues.
- Communicates with other Libraries regarding problems with their ILL requests and materials.
- Communicates in person, email, and phone to answer Interlibrary Loan questions, or clarify policies and procedures for our patrons. Also resolve problems concerning the patron's ILL requests.
- Tracks Get-It-Now Charges.
- Adds fines and fee to patron accounts.
- Creates and maintains process and procedure documentation related to ILL.
- Uses library related computer application programs, personal computer application programs and computer equipment on a daily basis.
- Uses specialized technology to create and manipulate digital documents.
- Creates and maintains process and procedure documentation related to ILL.
- Ensures materials are labeled properly, troubleshoot delivery problems, answer questions for libraries, and prepares monthly report for Texpress courier services.
- Coordinates shipping with Texpress, Federal Express and TWU courier delivery.
- Uses advanced resource sharing techniques to provide exceptional customer service and efficient delivery of materials.
- Trains all staff working directly with ILL.
- Assists in interviewing, hiring, scheduling, training, supervising, and evaluating staff in assigned area of the library.

### ***ADDITIONAL DUTIES***

- Performs other duties as requested.

### ***EDUCATION***

Bachelor's degree required. Additional job related experience and/or education may substitute for the required education on a year-for-year basis.

### ***EXPERIENCE***

Five years previous library or academic experience required, ILL work experience preferred. Knowledge of library automation systems (ALMA), database applications, ILL technologies, etc. Experience with ILLiad, OCLC, and Docline resource sharing systems.

## **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

## **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Working knowledge of office practices and methods.
- Ability to perform detailed computer work.
- Ability to learn library related computer programs.
- Ability to supervise others.
- Ability to work in a rapidly changing environment.
- Ability to communicate and work effectively with others in writing, orally, by telephone or e-mail, and in person.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Ability to effectively search for resources using OCLC WorldCat.
- Knowledge of ILLIAD systems and processes.
- Ability to use a personal computer and other office equipment, including university software and email.

## **PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

## **WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment and/or classroom setting.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Printed Employee Name:** \_\_\_\_\_

***Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.***

***All positions at Texas Woman’s University are deemed security sensitive requiring background checks.***