

Job Description

Job Title:	Resource Sharing Supervisor, ILL Lending Coordinator
Department:	Library, Circulation Services
Reports To:	Manager, Resource Sharing & Reserves
Jobs Reporting:	Library Clerk, Resource Sharing
Salary Grade:	USG 6
Effective Date:	June 2018

Primary Purpose

The Resource Sharing Supervisor, ILL Lending coordinator is primarily responsible for ensuring that Interlibrary Loan (ILL) requests from other libraries and institutions around the world are responded to with accuracy and efficiency. The incumbent ensures the effective operation of ILL lending from the many University of Waterloo and affiliated responding library locations in accordance with service standards and policies.

There are three Resource Sharing Supervisor Lending positions, each with one direct report. Each of these supervisors acts as a support in the absence of the others. The Lending work is similar in each position but has variation by library location or by the library consortia that the position serves. This team often supports the core duties of the Lending portion of each other's work.

Key Accountabilities

Processing of InterLibrary Loans within a collegial team environment

- Ensures that all ILL lending requests are received, processed and responded to via appropriate communication systems in a timely manner to ensure UW library remains in good standing as an ILL Lender. This includes ensuring that the items loaned from the UW collection are trackable and returned
- Maintains expertise in the variety of systems needed to process ILL Loans, including but not limited to: the library discovery system and staff clients; scanning software; electronic document delivery systems; ILL systems; reporting software
- Ensures timely and efficient invoicing for all ILL Lending customers, ensures that replacement money is received for any items that were lost, and is the primary liaison with UW Finance department for ILL related queries
- Maintains expertise in relevant aspects of the Unit4 financial system and is able to train other staff on basic invoicing and customer registration
- Ensures consistent application of copyright policies and practices in ILL lending, responds to copyright queries, and refers more complicated queries to the library copyright specialist
- Responds to requests for lending of print theses including requests for digitization and submissions to UWSpace
- Responds to Resource Sharing related queries arriving via the library website. This requires knowledge of all Resource Sharing services.
- Responds to queries from outside institutions regarding materials borrowed from UW, maintaining professional courtesy and efficient, professional service

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<ul style="list-style-type: none">• Maintains up-to-date procedures for ILL lending processes, and trains staff from across campus in the ILL processes, as needed
Supervisory responsibilities <ul style="list-style-type: none">• Coaches, trains and develops their direct reports to assure their growth and development• Conducts regular performance reviews with direct report and ensures adherence to an annual performance planning process• Collaborates with staff member daily to establish priorities for ILL Lending and other unit functions• Makes decisions on the hiring of direct reports, in consultation with the manager and department head
Liaison for Affiliated and Branch Libraries <ul style="list-style-type: none">• Engages staff at satellite and branch libraries to collaborate on needed changes to procedures and policy, as well as system changes and upgrades• Ensures that all staff engaged in ILL lending work have the appropriate training and knowledge of procedures to excel in their duties• Maintains excellent working relationships with staff through collaborative and collegial engagement
Other Duties and Contributions <p>All staff are expected to support the work of the unit, the department, and the Library by:</p> <ul style="list-style-type: none">• Identifying and bringing forward issues that impede our services to users• Supporting colleagues as members of the same department team, by helping out in other areas in extenuating circumstances in order to ensure the smooth operation of the department• Participating in working groups and committees, as time permits, in order to contribute to continuous improvement in the department and the Library• Supporting and advancing the Library's strategic directions to further the Library's contribution to the campus strategic themes• Practicing a wide variety of client service skills, such as: patience; attentiveness; positive language; inclusiveness; willingness to learn; and willingness to problem-solve on behalf of library patrons Shares in the provision of circulation desk services <ul style="list-style-type: none">• Typically works three to four 2-hour shift per week at the circulation desk• Responsible for providing an enhanced level of circulation desk service that includes directional support for guiding users to library research tools and other services• Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk

Required Qualifications

Education <ul style="list-style-type: none">• Undergraduate degree or equivalent in education/experience.
Experience <ul style="list-style-type: none">• Supervisory experience with proven coaching ability• Experience training in a workplace setting• Experience in library operations, particularly knowledge of Interlibrary Loan, is preferred but not required
Knowledge/Skills/Abilities

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail.
 - Demonstrated analytical and problem-solving skills
 - Proven ability to take initiative
 - Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
 - Proven ability to manage and prioritize tasks
- Special Conditions:
- Moderate lifting and carrying of library materials is required

Nature and Scope

- **Contacts:** Communicates with University of Waterloo Library staff and affiliated locations as a support/resource person, for retrieval of material and as a trainer. Externally, communicates with institutional borrowers to whom service is provided.
- **Level of Responsibility:** The job has detailed processes which are handled independently. Works with minimal supervision and has one direct report.
- **Decision-Making Authority:** Responsible for problem-solving daily issues working with contacts on and off campus. Works with manager and others to solve more complex problems
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Minimal exposure to disagreeable conditions typical of a position with responsibility for a time-sensitive activity.