POSITION VACANCY ANNOUNCEMENT

POSITION: Library Associate 2 (Interlibrary Loan Coordinator) – Access Services

REPORTS TO: Head of Access Support

SALARY: Minimum Salary $34,351 annually; Actual salary will reflect selected professional’s experience and credentials

REQUISITION #: 0804974

DEADLINE DATE: June 9, 2010

JOB SUMMARY:
Serves as Interlibrary Loan leader and liaison to provide service and support to the research and educational programs of the university community. Oversees and administers all Interlibrary Loan unit activities and works with a high level of authority and independence. Supervises and trains the 4 FTE TEAMS employees and 60+ hours of student employees. Maintains detailed budget of OPS and UPS expenditures and compiles detailed monthly unit reports for department and ARL reporting. Works with the department head to establish ILL Unit goals that set effective priorities and timelines. Monitors workflows and workloads to accomplish efficiency within the unit and refine procedures to meet productivity goals. Performs complex problem-solving to resolve difficult interlibrary loan lending and borrowing requests. Maintains working relationships with ILLIAD and ARES vendors to resolve system issues and improve operations workflow. Coordinates documentation concerning interlibrary loan functions and maintains access to procedures through web pages. Participates in workshops and classes to upgrade computer and technical skills that apply to the position.

RESPONSIBILITIES:
Coordination of Interlibrary Loan Unit:
 Creates policy and procedural documents, and refines workflows for lending, borrowing, Rapid ILL, and document delivery operations. Unit operations involve interaction with library staff members throughout all of the Libraries and with the public. Specific activities vary but usually involve coordination, problem solving, outreach, public relations, and interpretation of policies and procedures. Trains and manages time-keeping for unit staff. Makes appropriate policy exceptions. Keeps appropriate statistics and provides reports as requested. Drafts policy and procedure documents as requested. Ensures that section training and policy & procedure manuals are accurate and up-to-date and posted on the department web pages. Identifies equipment hardware and software needs. Works with branch libraries and Health Science Center Library to coordinate ILLIAD and ARES system upgrades and training when necessary.

The Foundation for The Gator Nation
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Personnel Management:
Determines and sets goals and work assignment priorities for unit staff and student assistants. Supervises the work of four TEAMS staff (Library Assistant II). Monitors workloads and evaluates performance and progress toward achieving unit, department and division goals and objectives. Hires, trains, and processes payroll for 6+ ILL unit student assistants. Makes regular budget reports to department head; monitors and tracks OPS expenses throughout the year. Makes annual projections for anticipated budget expenses for OPS, mail operations and other ILL processes. Maintains student assistant work schedule and ensures student coverage for interlibrary loan and electronic reserves. Ensures that staff and students deliver 5-star customer service. Interprets library policy for special circumstances.

Processing of Interlibrary Loan requests:
Assists Interlibrary Loan staff in monitoring phone calls, processing Interlibrary Loan requests, and patron questions. Creates and/or updates ILLiad patron records as needed. Provides a high level of general information service (via telephone or in person), and responds to complex problems and/or unusual circumstances that may arise when dealing with Interlibrary Loan systems. Must be able to identify and explain rationale for library actions. Maintains working relationship with ILLIAD and ARES vendors to initiate system changes that will effectively improve workflow for ILL activities. Communicates with libraries as needed to resolve lost item or payment/charge issues. Works with branch library heads and Health Science Center Library to standardize ILL operations and initiate workflow changes when necessary. Coordinates with Acquisitions staff to maintain efficient workflow for Books on Demand program.

Development:
Attends workshops and classes to upgrade computer and technical skills as related to the position. Participates in library-wide discussions regarding interdepartmental workflow and updates.

Other duties and expectations:
Assists Head, Access Support in compiling and reviewing data, drafting reports, developing policy and other duties related to statistics gathering, procedures, and training of staff. May be assigned to assist with other Access Support units as needed.

QUALIFICATIONS:
Required:
Bachelor's degree and four years of related library experience; OR Post graduate degree and two years of related library experience; OR any equivalent combination of experience, training and/or education.

Preferred:
- Ability to coordinate daily activities of other Interlibrary Loan staff;
- Ability to interact effectively with the public in a sometimes stressful public service situation (Strong communication and interpersonal skills, etc.);
- Must be able to communicate effectively via email, phone and in person;
- Ability to maintain excellent working relationships with colleagues;
- Ability to use a computer (for email, searching the internet, keyboard skills, basic windows skills, etc.) and peripheral equipment (scanner, fax, printer, etc.);
- Ability to exercise good judgment in granting exceptions to established policies and to refer problems to higher supervisor when appropriate;
- Ability to work independently and with high initiative;
- Ability to supervise the activities of student assistants;
- Ability to understand and respond to needs of library researchers;
- Knowledge of library operations based on previous work experience or personal use extremely helpful.

THE UNIVERSITY OF FLORIDA
The University of Florida is a large, land grant, public educational research institution with a faculty of approximately 4,000 and a student body of approximately 50,000. UF is Florida's largest university, the nation's fourth-largest, and traces its beginnings to a small seminary in 1853. Since 1985, UF has been a member of the Association of American Universities, the prestigious higher-education organization comprised of the top 62 public and private institutions in North America. UF is home to 16 colleges and more than 150 research centers and institutes. The University offers the Ph.D. in more than 90 fields and the Master's degree in more than 120 fields. For more information please consult the UF homepage at http://www.ufl.edu.

The George A. Smathers Libraries is a member of the Association of Research Libraries, the Center for Research Libraries, the Research Libraries Group, and LYRASIS. The library staff consists of more than 400 FTE librarians, technical/clerical staff and student assistants. The George A. Smathers Libraries organizational chart is available at: http://www.uflib.ufl.edu/backpage.html. For more information about the Libraries, please visit http://www.uflib.ufl.edu.

COMMUNITY:
Gainesville, Florida and the surrounding community are home to approximately 240,000 people and both the University of Florida and Santa Fe College. Situated just over an hour from the Gulf of Mexico and the Atlantic Ocean, the city is surrounded by over 40 nature parks, including many spring-fed lakes and rivers. In 2007, Gainesville was ranked as the “Best Place to Live and Work” by Frommer’s Cities Ranked and Rated and as one of the “Best Places to Live and Play” by National Geographic Adventure. The area has numerous cultural institutions and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two hour drive.

BENEFITS:
Twenty-six vacation days, nine paid holidays, and thirteen sick leave days annually; retirement plan options; insurance benefits; tuition fee waiver program; no state or local income tax. Prospective employees should review the information about employment at UF available at http://www.hr.ufl.edu/training/neodefault.asp.

APPLICATION PROCESS:
The University of Florida is an equal opportunity employer and is strongly committed to the diversity of our faculty and staff. Applicants from a broad spectrum of people, including members of ethnic minorities and disabled persons, are especially encouraged to apply. As part of the application process, applicants are invited to complete an on-line confidential and
voluntary demographic self-disclosure form which can be found at: http://www.hr.ufl.edu/job/datacard.htm. This information is collected by the University of Florida's Faculty Development Office to track applicant trends and is in no way considered by the Smathers Libraries in the selection process.

If you are interested in this position please apply online at http://jobs.ufl.edu referring to requisition number 0804974.

For further details about this position please contact Tina L. Pruitt at (352)273-2595.