

## Support Job Position Description

### Section I: Position information

Effective date	2025-07-22	<input checked="" type="checkbox"/> Update only	<input type="checkbox"/> Classification review
Position title	Library Assistant, Interlibrary Loans		
Position number	999621		
Classification level	Range 1		
Position affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Location	Athabasca, AB, Main campus		
Department	Library and Scholarly Resources		
Reports to	Managing Librarian, Information Services		

#### Position summary

Briefly describe the main purpose(s) of the position.

This position is responsible for:

- The provision of interlibrary loan (ILL) services at AU Library, including loaning and borrowing materials from other libraries.
- Determining the most appropriate source for all ILL transactions.
- The Library Assistant, Interlibrary Loans is well versed in ILL policies and procedures of academic and special libraries in Canada and abroad and maintains currency with technological developments in ILL and document delivery.
- Liaising between AU Library and other institutions on ILL matters.
- Providing direct service on the library information desk.
- Working closely with other staff and functions at AU Library so that the information needs of AU faculty, staff, and students are met in the most meaningful, expedient, and efficient manner.

#### Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

##### Interlibrary Loan (ILL) Services:

- Using the institution's ILL software, receives, prioritizes, and processes ILL lending and borrowing requests.
- Verifies citations, including checking AU's collection for items, and edits them as required and provides in-depth verification of obscure or problematic ILL requests and bibliographic citations when required.
- Searches for materials and orders them from Canadian and international institutions.
- Receives and processes returned AU Library materials.
- Issues overdue materials notices when necessary and processes overdue invoices.
- Receives and returns ILL materials from other institutions.

##### ILL Administration:

- Develops ILL service policies and procedures in consultation with the Associate University Librarian, Learning & Research Services and the Managing Librarian, Information Services.
- Develops and maintains documentation of all procedures for the borrowing and lending of materials.
- Develops and keeps current a detailed list of ILL provisions in library subscription databases and refers to these in the performance of ILL activities.
- Provides orientation and instruction to library users on the use of ILL systems, local procedures, and user utilities.
- Liaises with staff in other libraries and locations, regarding the provision of ILL services.
- Processes invoices and payments for ILL operations and monitors expenditures.
- Maintains and provides statistics and management data for ILL operations to senior department staff.
- Analyses borrowing requests for trends and reports those to the Collections Services Team to assist in collection development.
- Monitors and orders ILL supplies.

**ILL Systems Maintenance:**

- Works closely with library management to maintain the ILL software, changing settings and updating information about suppliers and borrowing libraries.
- May work with AU's information technology team and with product vendors and providers as necessary.
- Maintains documentation respecting local usage of the ILL system.

**Library Information Desk Services:**

- Provides direct service at the library information desk, interpreting and responding to inquiries from students, faculty, staff, and the public via walk-ins, telephone, email, and chat services.
- Triage, prioritizes, and responds to queries within the library's student relationship management system.
- Provides circulation support, including shelving.
- Provides circ module and patron account updates in a back-up capacity
- Provides instruction and orientation to students in the use of the library's resources, including the catalogue, discovery services, databases, and ebook collections, and the location of any other additional materials.
- Serves as back up for mailroom support, including updating shipping systems, arranging supply fulfillment, and troubleshooting mail issues.
- Serves on library teams and working groups when appropriate, to contribute to the improvement and growth of library services.
- Provides back up for overdues when necessary.
- Performs other duties as assigned

## Occupational health and safety

**Employees:**

Responsible to participate in the AU OHS program as required.

**Supervisors:**

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the

AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

### *Classification factors*

#### Context and complexity

- This position requires a full range of library skills including detailed knowledge of library databases and searching techniques.
- The position requires excellent communication and patron service skills and strong problem-solving skills.
- The incumbent must pay careful attention to detail and have excellent oral and written communication skills. In providing ILL services, the incumbent works independently, with minimal supervision, and must be able to prioritize and organize work and projects around peaks in demand for service.
- Service at the library information desk demands full understanding and detailed knowledge of the library's collections, and other online resources. The incumbent must be capable of communicating effectively with internal and external patrons of varying levels of library experience and computing ability. The incumbent will be required to assist patrons with technical problems and research questions when serving on the library information desk.
- Accuracy, efficiency, and strong time management skills are essential.
- Detailed knowledge of circulation procedures is essential and familiarity with interlibrary loans procedures is required.
- Exceptional searching skills are required for completing work in ILL and at the library information desk. A working knowledge of AU's course content and online course sites and the ability to solve problems and find this information is beneficial. The position may be the first point of contact in receiving and responding to library patron requests (both in ILL and at the library information desk) and therefore requires a full understanding and knowledge of the library's print and online collections,
- Familiarity with all AU Library policies and procedures, and those related to Interlibrary Loan at other academic libraries from which the library borrows materials is important. This position requires an understanding of the LC classification system, AU Library collections, AU and ILL databases and software programs.
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#### Work problems

- The incumbent determines appropriate sources for the borrowing of materials, considering each ILL request carefully, to fulfill the request in a timely fashion.
- Interfaces of library databases and systems change frequently, requiring the incumbent to be adaptable and learn new interfaces as required. Strong problem-solving skills are essential.
- The Library Assistant, Interlibrary Loans must keep up to date on the evolution and development of ILL policies and processes in the academic library environment.
- The incumbent must have the ability to analyze an information request and determine appropriate action (i.e., should it be referred, necessary actions, etc.)
- Frequent interruptions due to the nature of activity at the library information desk require the incumbent to be able to independently organize their workflow and manage time to ensure that daily tasks are completed

- The ability to deal with changing workloads and priorities is essential. Strong organizational skills are required, as this position must balance the requirements of the library information desk with the workload of ILL.
- Attention to detail is essential because errors result in disruption of service to library users in both areas.

### Authority

- The incumbent works independently, making decisions about day-to-day aspects of the position, and using initiative to solve problems. The incumbent uses judgment as to when to refer problems to the supervisor. Work is reviewed occasionally, to confirm results are appropriate.
- The incumbent uses judgment processing interlibrary loans and in completing tasks, referring queries as necessary.
- A high degree of accuracy is essential in performing all duties required of the position, as errors can have a negative impact on the success of students, and the reputation of the department.
- This position is expected to function independently and organize work so that tasks are completed in a timely fashion. This position is responsible for timely processing of invoices and maintaining accurate records.
- This position may represent AU Library regarding ILL operations at appropriate meetings internal and external to AU Library. The incumbent communicates with other institutions on ILL matters, agreements, and processes.
- The incumbent works with confidential information daily and must abide by the policies and procedures associated with access to this information.

### Contacts and communications

- This position interacts with the full range of library users including students, University staff, faculty, and tutors, as well as community borrowers, when providing service on the information desk.
- Excellent interpersonal and communication skills, and broad knowledge of the University, are required as this position deals regularly with a wide range of people. Tact and diplomacy are essential in ensuring that quality service is maintained.
- This position confers regularly with library staff, faculty, and staff within the University, with external users, and with staff at other libraries and institutions.
- The incumbent also communicates with Interlibrary Loan system vendors on an as needed basis.

### *Signatures for section I*

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

## Section II: Qualifications

### Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

#### Education and Experience:

- The incumbent will hold a two-year library technician diploma and have five years experience working in interlibrary loans or an academic library. An equivalent combination of education and experience may be considered.
- An undergraduate degree in humanities or another field that involves library research is considered an asset.
- Familiarity with academic libraries and automated systems, ILL systems and programs and online databases is an asset to the position.
- Demonstrated work experience using library databases and strong searching skills are essential.
- Experience using library automated systems and computer applications such as word processing and spreadsheet programs is required.
- Exceptional searching skills and knowledge of a wide variety of online databases is required.
- Experience with student information systems and with software used in developing library tutorials and the maintenance of websites is desirable.
- A working knowledge of the creation of invoices and financial processes is highly desirable.

#### Skills:

- Excellent interpersonal skills, oral, and written communication skills are required.
- The incumbent must be able to apply creative problem-solving skills to daily and project work.
- The ability to interpret diverse information needs and an understanding of searching and researching processes is essential.
- This position requires a high degree of organizational skills and the ability to set priorities and meet them.
- Demonstrated experience with Microsoft Office and Sierra or other library system is an asset.
- Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.

OBJ

### *Signatures for sections I and II*

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.