

## Interlibrary Loan RSAP

**Campus Department:** Library

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### Brief Description:

The Student Associate performs library paraprofessional duties in interlibrary loan. They supervise the lending side of the interlibrary loan office. They use OCLC to process requests from other libraries, retrieve, package, and send requested materials to other libraries. They maintain records and statistics. They work closely with the Interlibrary Loan Librarian in all aspects of the interlibrary loan process.

### Responsibilities of the Student Associate

- Learn and apply knowledge of ILL software and automated library systems including SIRSI, OCLC Interlibrary Loan System, Clio and Ariel.
- Use a computer to send, receive, and update status of request materials
- Use SIRSI to search for, check out and handle requested material.
- Learn and apply knowledge of Library of Congress (LC) Classification to locate materials.
- Prepare books and photocopied material for the use by our patrons and for lending to reciprocal libraries in an orderly and efficient manner.
- Process books and journal articles for outgoing mail.
- Process incoming articles and books for students, faculty and staff.
- Maintain the records of borrowed and loaned materials.
- Communicate with faculty, staff and students regarding the arrival of requested material.
- Record photocopy statistics to be in compliance with the copyright law.
- Answer inquiries regarding interlibrary loan procedures by telephone and in person.
- Apply knowledge of library policies and procedures to the sharing of library resources.
- Train and supervises any additional ILL office student employees.
- Exhibit ethical behavior in dealing with the confidentiality of borrower's records and requests.
- Organize and manage special projects that involve the ILL department and other library departments.

### Position Requirements

- Knowledge of modern office practices, procedures and equipment
- Ability to use a computer and enter information accurately and efficiently.
- Ability to establish and maintain an effective working relationship with students, faculty, staff, the public and other employees.
- Ability to focus on a task in a semi-quiet environment
- Ability to self-motivate, work independently and maintain a schedule
- Attention to detail
- Excellent customer service skills
- Ability to evaluate situations and quickly make independent decisions
- Excellent oral and written communication skills
- Excellent organizational skills and the ability to prioritize