

JOB TITLE : Library Specialist II– Document Delivery/Interlibrary Loan

DEPARTMENT: Health Sciences Library, Stratford

REPORTS TO: Library Specialist 1; Public Services Librarian I or II

**FUNCTION:**

Under the direction of a Library Specialist I and Librarian 1 or 2, performs library technical work of a complex nature directly related to the circulation and technical processing of materials requested by Rowan SOM and GSBS patrons and other libraries throughout the country.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Oversees and handles all document delivery activities, including borrowing and lending functions.

Utilizes the ILLIAD software program to manage all OCLC, Docline and JerseyLink requests for materials in the Library's print and online collections.

Coordinates staff training for the ILLIAD program and participates in continuing education on the software.

Creates documentation and training guides for staff who assist in processing ILLIAD requests.

Creates and oversees policies regarding the operation of the software, including managing upgrades.

Manages Docline requests and maintains records of borrowing and lending activities.

Manages the Library's profile in Docline and other interlibrary loan tools.

Compiles statistics on usage of the interlibrary loan and document delivery services.

Compiles billing information related to interlibrary loan and document delivery activity and utilizes appropriate software programs to record and manage billing activities.

Manages the Library's work study students including training, scheduling, and oversight of work activities.

Maintains a working knowledge of the Voyager Library Information System, particularly in regard to functions related to circulation and integration of patron records

Assists patrons with services delivered at the Library's Circulation Desk: book checkout and return, reference and directional assistance, basic computer and printer issues, etc.

Understands and adheres to the Rowan University School of Osteopathic Medicines compliance standards as well as other University and federally mandated policies.

Performs other related duties as assigned.

#### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/r ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### EDUCATION AND EXPERIENCE

This position requires a bachelor's degree, at least 4 years of experience in ILL and document delivery services, 2 of which should include use and management of the ILLIAD program. Work experience may be substituted for college education on a year-for-year basis.