Interlibrary Requests Assistant, Senior

Performs duties required to obtain material for the research needs of the Duke community and assists in the processing of Duke materials requested by other libraries. Responsibilities include processing borrowing and lending requests in ILLiad and assisting users both onsite and online with policy and informational questions regarding document delivery requests.

Responsibilities

Manages ILLiad, Borrow Direct and Document Delivery Borrowing activities (50%)

- Verifies the accuracy of request citations; locates material using OCLC, other bibliographic tools, and various electronic databases; confirms the availability of requested material by investigating individual library catalogs through ILLiad, Relais and related systems and selects best possible lending libraries based on reciprocal agreements.
- Converts ILLiad requests into Aleph holds when material is available in a Duke University Library or notifies users of availability of items at Duke.
- Generates ILLiad overdue notices on a weekly basis and resolves all resulting patron inquiries.
- Assists patrons with questions regarding submission, verification, retrieval, and delivery of document delivery requests and materials; forwards complex issues to supervisor or to department head.

Assists with ILLiad and Borrow Direct Lending and Document Delivery activities (30%)

- Downloads, prints, and updates lending requests from ILLiad, Borrow Direct and related systems on a regular basis throughout the day; searches the online catalog to determine the availability of requests and to provide accurate call number and location information for retrieval.
- Searches electronic databases for requested articles and verifies citations through OCLC; consults as needed with subject selectors to clarify citations and availability.
- Monitors select ILLiad queues on a regular basis to ensure prompt responses to requesting libraries.
- Processes requested material for scanning and desktop delivery through ILLiad Odyssey.
- Provides backup support to the unit for stack retrieval and other document delivery tasks.
- Provides backup support for delivering returned items to Shipping & Receiving for packaging and postal delivery to owning libraries.
- Serves as back-up to the Lending and Holds Assistants in their absence.
- Other duties as assigned to support unit operations.

Provides general customer assistance (20%)

- Manages the ill requests listserv, responding to patron inquiries and directing issues to appropriate ILR staff members or to subject selectors.
- Assists patrons in the ILR office and with questions concerning submission, verification, retrieval, and delivery of interlibrary loan and document delivery requests and materials.
- Troubleshoots and resolves patron complaints; forwards more complex or serious issues to unit supervisor or department head.
- Assists at the Perkins Library Service Desk.

Supervisory Responsibilities
• Trains and directs student assistants in specific assignments to ensure efficiency and productivity.

Qualifications
It is the expectation that all Duke University Libraries staff members will demonstrate exceptional workplace behaviors in the execution of their specific position responsibilities. These behaviors are customer focus, collaboration, creative problem solving, continuous learning and a commitment to diversity.

Education:
Required: Two years post-secondary education or equivalent combination of relevant education and experience.

Experience:
Required: One year of library experience to obtain a specialized knowledge of library systems and procedures; excellent interpersonal, oral and written communication skills; ability to work effectively with bibliographic information in a variety of languages in addition to English; ability to work independently and as a member of a team; demonstrated proficiency using computer-based technology and the ability to adapt to new technologies; ability to effectively organize and prioritize daily work; demonstrated commitment to providing outstanding customer service.

Preferred: Prior experience working in an academic research library; basic knowledge of interlibrary loan/document delivery operations; experience in bibliographic searching, cataloging, or other technical services functions; familiarity with OCLC, ILLiad, and/or other online bibliographic/acquisitions databases; knowledge of electronic resources, license, and copyright issues; reading knowledge of one or more European or Asian languages.

Working Conditions

• Must be able to lift 30 pounds and unpack, shelve and shift large quantities of library materials

• Must be able to work in an environment in which exposure to materials containing dust and mold is possible
• Frequent bending, crouching, stooping
• Normal office environment

These statements are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

Salary and Benefits
$15.60 per hour (minimum). Comprehensive benefits package upon eligibility includes vacation, 13 holidays, sick leave, health, dental, disability, life insurance, educational assistance, and tuition grants.

Environment
Since its founding in 1924, Duke University has grown into one of the most prestigious private universities in the world and its medical center ranks annually among the top in the nation. The Duke University Libraries are the shared center of the university's intellectual life, connecting people and ideas. The Libraries consist of the Perkins Library, Bostock Library, Rubenstein Rare Book and Manuscript Library, Lilly Library, and Music Library, and the library at the Duke Marine Laboratory in Beaufort. Duke's library holdings of 6.2 million volumes are among the largest of private universities in the United States.
Duke's hometown is Durham, North Carolina, a city with vibrant research, medical and arts communities, and numerous shops, restaurants and theaters. Durham is located in the Research Triangle, a growing metropolitan area of more than one million people that provides a wide range of cultural, recreational and educational opportunities. The Triangle is conveniently located just a few hours from the mountains and the coast, offers a moderate climate, and has been ranked among the best places to live and to do business.

Duke offers a comprehensive benefit packages which includes both traditional benefits such as health insurance, leave time and retirement, as well as wide ranging work/life and cultural benefits. Details can be found at:  http://www.hr.duke.edu/benefits/index.php.

Application

Review of applications will begin immediately and will continue until the position is filled. An electronic resume, cover letter, and list of references should be submitted at:  https://hr.duke.edu/careers/apply.  Refer to requisition # 401385928.

Duke University is an Affirmative Action/Equal Opportunity Employer committed to providing employment opportunity without regard to an individual’s age, color, disability, genetic information, gender, gender identity, national origin, race, religion, sexual orientation, or veteran status. The Duke University Libraries have a strong commitment to Affirmative Action and is actively seeking to increase the racial and ethnic diversity of our staff.