



Public Services and Interlibrary Loan Coordinator

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Locations

Law School Campus

Time type

Full time

Job requisition id

R13767

Coordinate Interlibrary Loan (ILL) services and compile statistics. The Public Services and Interlibrary Loan Coordinator processes borrowing requests from Loyola Law School patrons wishing to obtain material from other institutions to support their research needs. Clientele are faculty, staff, and students at Loyola Law School. The position also processes lending requests received from other institutions. Perform the operations of the circulation/reserve desk including on one weekend day. Assist in providing reference and retrieval to media, microforms and audiovisual collections. Maintain and organize the Media Center. This position is fully onsite.

Position Specific Responsibilities/Accountabilities:

- Responsible for the operation of Interlibrary Loan (ILL) services, researching and organizing requests, compiling statistics and billing.
- Perform complex bibliographic checking of borrowing requests, using Ex Libris Alma and OCLC. Resolve problems with vague and incomplete citations.
- Fulfill Interlibrary Loan lending requests, including pulling materials from shelves, photocopying and preparing requests/materials for mailing.
- Maintain ILL policies and procedures, reciprocal agreements with other lending institutions, and user accounts.
- Handle over-dues and recalls by contacting borrowers when necessary.
- Track and resolve issues for all interlibrary loan requests.
- Update time-sensitive requests and apprise borrowers of the status of their requests.

- Train other public services assistants to serve as ILL back-up, including receiving and shipping of materials.
- Assist patrons in locating materials in the collection using the online catalog.
- Provide full library service on weekends, including opening and closing operations, as needed, security, and all operating details for the circulation and reserve area. Work schedule Tuesday – Saturday. Library hours vary and the incumbent must be able to shift work schedules as needed. Ensure that any unauthorized persons are not present in library work areas. Coordinate regularly with supervisor regarding weekend procedures and problems.
- Process all requests for reserves received during the weekend.
- Report on all events which occur at the weekend in the library, regarding the library's safe and efficient operation, to Head of Access & Collection Management Services.
- Coordinate with security to function as the school's information center and lost and found. Notify security regarding any unusual events or for escort services for students. Notify physical plant personnel for any maintenance problems.
- Coordinate and assist in the maintenance and filing of the microforms collections in the Media Center.
- Maintain the bulletin board and update the Media Center Guides.
- Maintain the reader-printers, audio-visual equipment, cabinets and stacks in the Media Center.
- Assist with uploading files to library-managed repositories, such as SSRN or Digital Commons.
- File loose-leaf materials.
- Perform other related duties as assigned or requested. The Law School reserves the right to add or change duties at any time.

Loyola Marymount University Expectations:

Exhibit behavior that supports the mission, vision, and values of the university. Communicate and employ interpersonal actions that model high standards of professional, responsible, accountable, and ethical conduct. Demonstrate a commitment to outstanding customer service.

Requisite Qualifications:

- Substantive, recent experience using ILL systems and software, such as Worldshare ILL or another ILL management system.
- Demonstrated experience using scanners, microfilm readers, and other library-related equipment.

- Strong oral and written communication skills.
- High degree of computer literacy and comfort in the digital environment. Demonstrated proficiency with software such as Adobe Acrobat Pro, Box, Microsoft 365 Apps (Word, Excel, Outlook, Teams), Google Drive, and other Google apps
- Recent ILL experience, preferably in an academic library.
- Experience using various parcel shipping software programs.
- Ability to deal with the public in a tactful and courteous manner; ability to learn and use a variety of automated systems and work with various kinds of equipment; ability to work with materials in various languages.
- Ability to read a non-English language.
- Experience working with and collaborating with multiple library units and departments.
- Ability to work with a variety of materials and collections on a daily basis; ability to do basic research; ability to maintain library files and statistics in hard and electronic formats.
- The Public Services/Interlibrary Loan Coordinator must have a strong service orientation, considerable research ability and desire to work with non-English language materials and materials in nontraditional formats. In addition, the incumbent must be able to apply policies and procedures established for the various collections, deal effectively with faculty, students, staff and visiting researchers and show good organizational and management skills. Ability to prioritize ILL resources for efficient use, organize and compile accurate statistics.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Constantly required to sit, feel, use finger movement, speak clearly, hear conversation, see near and far. Frequently required to stand and walk. Occasionally required to lift, carry and push up to 50 lbs., stoop, kneel, reach high and low, and use depth perception.

For full consideration, applicants should submit the following items: 1) a current and comprehensive resume and 2) cover letter.

Staff Regular

Salary range

\$22.26 - \$26.68 Salary commensurate with education and experience.

Please note that this position may not be eligible for visa sponsorship now or in the future.

Loyola Marymount University, a Carnegie classified R2 institution in the mainstream of American Catholic higher education, seeks outstanding applicants who value its mission and share its commitment to inclusive excellence, the education of the whole person, and the building of a just society. LMU is an equal opportunity employer committed to providing an environment free from discrimination and harassment as defined by federal, state and local law. We invite all persons in the full diversity of their being, life experience, and beliefs to apply. (Visit www.lmu.edu for more information.)