



## RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA  
Date created or revised: 9/12/2022  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: No  
Campus Security Authority: No

Title: Interlibrary Loan Services Supervisor  
Status: Full-time, Continuous (35 hours per week); May require occasional evenings and weekends  
Grade: 9  
Union Affiliation: PSA@Rhode Island College (Professional Staff Association)  
Reports To: Access Services Manager

### **PRIMARY PURPOSE:**

The Interlibrary Loan Services Supervisor (ILL Supervisor) coordinates and oversees interlibrary loan (ILL) operations for borrowing and lending services and supervises support staff and student workers. As part of Access Services unit, the ILL Supervisor is cross-trained to support all the functions of the unit.

### **DESCRIPTION OF DUTIES AND RESPONSIBILITIES:**

#### Essential Job Functions:

- Creates, maintains, and implements policies and procedural documentation related to interlibrary loan; regularly reviews the policies, and recommends revisions to the Head of Access Services
- Analyzes and evaluates Interlibrary Loan workflow and service delivery.
- Collaborates with all Access Services and Library personnel.
- Provides and oversees all activities in Interlibrary Loan Services and responds to and resolves its patron concerns and complaints.
- Develops training materials and conducts ongoing training for department staff and student workers performing interlibrary loan work, and supervises, coaches, evaluates and manages job performances.
- Manages borrowing, lending and document delivery requests.
- Maintains the Institutional Policies Directory.
- Collects appropriate statistical data and incorporates the data into monthly and annual reports of Access Services activities.
- Manages Copyright reporting.
- Maintains full knowledge of Borrowing Services operations, practices and policies.
- Participates in the production of Access Services documentation and reports.
- Shares in analysis and evaluation of Access Services workflow and service delivery
- Participates in orientation of new library staff.
- Provides high quality service to Library patrons whether in person, email or virtually.
- Supports staff through training and coaching.
- As part of Access Services unit, cross-trains to support all the functions of the unit.

#### Occasional Job Functions:

- Provides backup support to Borrowing Services, as needed.

- Provides coverage for absences/vacations of other full-time Access Services supervisors, as needed.
- Performs other related duties and responsibilities as assigned by the Head of Access Services and/or Library Director.

### **REQUIRED QUALIFICATIONS/STANDARDS:**

#### Education:

Bachelor's Degree from an accredited four-year institution

#### Experience:

- Minimum of three years' experience in ILL/Document Delivery/Resource Sharing (RS) inclusive of 1 year of supervisory experience.
- Experience working in ILL/Document Delivery/RS capacity, borrowing and/or lending items.
- Experience using library catalogs, discovery systems, and interlibrary loan software.

#### Skills, Knowledge, and Abilities:

- Excellent time management and organizational skills; adaptability and flexibility; and an attention to detail, accuracy, timeliness and dependability.
- Proficiency in Microsoft Office suite.
- Demonstrated ability to train and coach staff.
- Demonstrated skill in using diplomacy and conflict resolution.
- Ability to work independently and as a team member.
- Ability to cultivate and maintain effective and collaborative relationships with staff, faculty and students.
- Ability to work in a diverse environment and be service-oriented in working with patrons and other library staff.
- Excellent oral and written communication skills.

### **ENVIRONMENTAL CONDITIONS:**

Requires frequent standing and walking; occasionally required to lift, carry and push up to 20 lbs., stoop, kneel, reach high and low.

**The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.**

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*