University of Edinburgh  
Job Description

1. JOB DETAILS

Job Title: Library Assistant, InterLibrary Loans  
School/Support Department: Information Services/Edinburgh University Library, Museums & Galleries  
Unit (if applicable): Digital Library Division  
Line manager: Document Delivery Supervisor

2. JOB PURPOSE

To provide an efficient Interlibrary loan service to staff and students of the University, to support the teaching and research needs of the University. To provide an efficient Interlibrary loan service to the wider academic community.

3. MAIN RESPONSIBILITIES

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<th>Time</th>
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<tr>
<td>28%</td>
<td>1. To check, process and transmit Interlibrary Loan requests from University borrowers, using the dedicated online ILL system, to ensure that material is supplied promptly.</td>
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<tr>
<td>27%</td>
<td>2. To check and process Interlibrary Loan requests from external libraries, using the online Library system, to ensure that material is supplied promptly.</td>
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<td>10%</td>
<td>3. To maintain accurate user records on the dedicated online ILL system, including a log of all transactions and related correspondence, so that management information can be provided effectively, and queries answered.</td>
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<td>10%</td>
<td>4. To reassign requests to appropriate libraries, in the UK or overseas, when required, in order to provide a good service to users of other libraries.</td>
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<td>15%</td>
<td>5. To provide a loan service of material between Edinburgh University Library sites, including an electronic document delivery service, in order to save users the time of travelling to inconvenient locations.</td>
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<td>5%</td>
<td>6. To maintain statistics of transactions in order to provide management information.</td>
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<td>5%</td>
<td>7. To answer enquiries from University staff and students about the progress of their requests (by telephone, email or face to face), in order that the service provided is regarded positively.</td>
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4. PLANNING AND ORGANISING

The postholder reports to the Document Delivery Supervisor’s deputy, and is a member of a team of five staff. Work is allocated by the deputy. The Document Delivery Supervisor provides guidance and advice when required. Workplans are reassessed on a daily basis.

5. PROBLEM SOLVING

- For non-print material, to establish if licensing permits use for interlibrary loan
- Consultation with users to ascertain their requirements, in particular if the data they have provided is inaccurate or incomplete. Extensive bibliographic searching across a range of sources may be necessary to verify the data before a request can be progressed.
- To assess when to stop searching for an item, either if the data cannot be confirmed, or if a range of libraries have been unable to supply

6. DECISION MAKING

Decisions taken by the postholder
- Whether material can be made available for loan.
- Which libraries to approach for the loan of an item.
- When to follow up requests where there is no reply from the lender.

Decisions referred upwards
- Users’ entitlement to access departmental services.
- When to impose charges for lost items.
- When to buy a copy of a thesis that cannot be borrowed.

7. KEY CONTACTS/RELATIONSHIPS
- Internal: Contact with Library staff on all sites, and staff and students of the University
- Internal: Contact with non-University users of the ILL service e.g. General Council members
- External: Contact with a wide range of Libraries and external suppliers, both in the UK and overseas; contact with members of the public
- Such working relationships may be on a formal or informal basis, face to face, through written communication or by phone.

8. KNOWLEDGE, SKILLS & EXPERIENCE NEEDED FOR THE JOB
- Good communication and interpersonal skills.
- Attention to detail.
- Good educational background, especially in English.
- Accurate and methodical approach.
- Literate with basic computing skills
- Openness to new forms of information technology
- Ability to be flexible and to deal with problems as they arise
- Ability to work independently as well as in a team
- Experience of an academic library is desirable

9. DIMENSIONS
- The Department provides a service to over 1400 internal users.
- In 2004/5 the department handled 10,500 internal and external requests.

10. Job Context and any other relevant information
No institution can purchase all the resources needed to support the teaching and research needs of its users. To address this, national and international services have developed to facilitate the lending and borrowing of material between UK and overseas libraries, and forms an important part of Library services, particularly in higher education. The Inter Library Loan department is part of that network of services.

Along with the main duties and responsibilities of the post, postholders may have particular areas of interest or expertise which will be utilised during the course of their working day. These may include IT skills, foreign languages, subject specialism.

The postholder may also be required to assist with appropriate duties within the E-Resources Team, as required by the Electronic Resources Librarian.