POSITION VACANCY ANNOUNCEMENT

POSITION: Document Delivery Specialist (Library Assistant 2)

REPORTS TO: Interlibrary Loan Coordinator

SALARY: $13.26 hourly; Actual rate will reflect experience and credentials

REQUISITION #: 508742

DEADLINE DATE: October 6, 2018 – applications will be reviewed as received

PLEASE NOTE: During the initial training period, 40 hours per week Monday-Friday 8:00AM-5:00PM; after initial training, 40 hours per week Tuesday-Saturday 10:00AM-7:00PM.

JOB SUMMARY
The Document Delivery Specialist works Tuesday through Saturday 10 AM to 7 PM and is responsible for providing books and scanned materials to library patrons both within and outside the University. The Document Delivery Specialist supports the needs of the University of Florida’s distance patrons, by coordinating the scanning of articles from library collections. In order to ensure consistent workflows, the Document Delivery Specialist will also contribute to other areas of responsibility of the Interlibrary Loan unit.

RESPONSIBILITIES

Document Delivery
- Facilitates the delivery of scanned articles from UF library resources to patrons both on and off campus.
- Searches a variety of computer and printed bibliographic files to verify titles and locate material.
- Routes requests for book loans from off-campus IFAS and distance learners to the appropriate ILLiad queues.
- Manages the processing of requests in ILLiad and Aleph.

Customer Service
- Assists customers with inquiries in person, via email, and by phone.
- Responds to department needs and priorities and exercises initiative.
- Provides basic patron assistance at the circulation desk on an as-needed basis.

Borrowing
- Assists in ordering requested books and articles for UF patrons.
- Searches a variety of databases to verify title and location of requested material.
- Updates records in ILLiad to track status of materials.
- Corresponds via phone or e-mail with libraries throughout the world to resolve borrowing issues.
• Monitors the Borrowing Outlook mailbox and helps answer borrowing questions received via e-mail and phone.
• Works with library staff at other institutions to resolve problems with ILL transactions.

Lending
• Performs ILLiad lending functions including renewing materials, updating database, maintaining email files, scanning and delivering articles via mail/fax/Odyssey.
• Assists student pagers by conducting bibliographic searches in catalog to find call number and location of requested items. Trains student assistants on how to page departmental libraries.
• Contacts branch libraries via phone or e-mail regarding loans of materials.
• Processes material in Aleph circulation system.
• Helps monitor the Lending Outlook mailbox and answer lending questions received via e-mail and phone.

Basic Course Reserve Functions
• Monitors course reserve activities in all library branches.
• Processes, pages and scans articles and book chapters for electronic reserves items.
• Processes, pages and creates catalog records for hard copy items as needed.

Other Duties as Assigned
• Stays current in ILL processes and best practices.
• Assists other ILL staff members with their primary tasks in lending, borrowing and shipping as dictated by workload and staffing.
• Participates on committees, initiatives, cross-divisional development opportunities such as reference desk and information point.
• Performs other duties as requested.

QUALIFICATIONS

Required:
High school diploma or equivalent and two years of library or related clerical/customer service experience; or a bachelor's degree

Preferred:
• Ability to interact professionally and effectively with co-workers and customers
• Effective verbal and written communication skills
• Ability to analyze procedures and suggest new ones
• Excellent organizational skills
• Ability to set priorities
• Attention to detail
• Ability to learn Interlibrary Loan services, practices, and resources
• Strong computer skills and experience with Microsoft Word and Outlook
• Experience searching for resources using library databases and search engines
• Ability to work collaboratively to accomplish goals
• Flexibility, and ability to adapt and work in a rapidly changing academic environment

THE UNIVERSITY OF FLORIDA
The University of Florida (UF) is a major, public, comprehensive, land-grant, research university. The state's oldest and most comprehensive university, UF is among the nation's most academically diverse public universities and won the 2018 Senator Paul Simon Award for Comprehensive Internationalization. UF was ranked 9th among public universities in Forbes' “America’s Best Employers 2015” and 9th among “Top Public Schools” in U.S. News and World in 2017. UF has a long history of established programs in international education, research and service. In 2013 the Florida Legislature designated UF as the state’s preeminent institution which grew into an opportunity to achieve national and international recognition for
the University’s work in serving students and the world. It is one of only 17 public, land-grant universities that belong to the Association of American Universities. UF traces its beginnings to a small seminary in 1853 and is now one of the largest universities in the nation, with more than 50,000 students. For more information, please consult the UF homepage at http://www.ufl.edu

UNIVERSITY OF FLORIDA LIBRARIES
The libraries of the University of Florida form the largest information resource system in the state of Florida. The UF Libraries consist of seven libraries on the Gainesville campus and three off-campus facilities; six of the campus libraries, and all of the off-site facilities, are in the system known as the George A. Smathers Libraries at the University of Florida. The remaining library is the Lawton Chiles Legal Information Center. Collectively, the UF Libraries (the Smathers Libraries and the Legal Information Center) hold or provide access to over 6 million print volumes, 8.1 million microfilms, 1.5 million e-books, over 145,000 full-text electronic journals, 827 electronic databases, 1.3 million documents and 1.4 million maps and images.

The UF Libraries have built a number of nationally significant research collections, including the Latin American, Judaica, Florida History, Children’s Literature, and Maps and Imagery collections. The UF Libraries are a member of the Association of Research Libraries (ARL), the Center for Research Libraries (CRL), and the Association of Southeastern Research Libraries (ASERL). The library staff consists of more than 300 FTE librarians, technical/clerical staff and student assistants. The organizational chart is available at http://www.uflib.ufl.edu/orgchart.pdf.

The George A. Smathers Libraries are strong advocates for inclusion and intellectual freedom. The Libraries’ commitment to both is articulated in the Inclusion Statement and Intellectual Freedom Statement, both of which are posted at http://cms.uflib.ufl.edu/InclusionAndIntellectualFreedom.

ACCESS AND RESOURCE SHARING DEPARTMENT
The Access and Resource Sharing Department provides leadership in the development, coordination and provision of services that facilitate user access to information resources. Access and Resource Sharing Department serves as the central point for distribution and clarification of policies and procedures for user access services. The unit supports scholarly research within the academic community through interlibrary loans, which include lending scholarly resources to other libraries, borrowing scholarly resources for UF patrons from other libraries, and supporting distance learners research needs through document delivery services; and Course Reserves, which include making available for student study, print and electronic resources selected by faculty for specific course work. Access and Resource Sharing Department personnel instruct students, faculty, and staff in copyright compliance and obtain copyright permissions for course reserve and interlibrary loan materials.

COMMUNITY
Gainesville, Florida and the surrounding community are home to approximately 257,000 people and both the University of Florida and Santa Fe College. Situated just over an hour from the Gulf of Mexico and the Atlantic Ocean, the city is surrounded by over 40 nature parks, including many spring-fed lakes and rivers. In 2015, Gainesville was named the “Best Midsise College City in America” by WalletHub and ranked no. 7 on Livability.com “Top 10 College Towns”. Gainesville is known as an innovative municipal government and an innovative city. Gainesville continues to receive national recognition as a top-rated city. Some of Gainesville's accolades are listed at the Gainesville Awards and Recognition link. The Guide to Greater Gainesville combines award winning photography and compelling articles that capture all of the reasons for calling Greater Gainesville your next home. The area has numerous cultural institutions and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive. Gainesville is an affordable city and area to live in — using a cost of living calculator you can compare cities across the United States. See how affordable Gainesville really is!

BENEFITS
Vacation days, paid holidays, and sick leave days; retirement plan options; insurance benefits; tuition fee waiver program; no state or local income tax. Prospective employees should review the information about
employment and benefits at UF available at http://hr.ufl.edu/benefits/. UF offers a comprehensive new online benefits tool called ALEX to help employees and prospective employees review benefit choices at UF.

APPLICATION PROCESS
To apply, submit 1) a cover letter detailing your interest in and qualifications for this position; 2) your current resume or CV; and 3) a list of three references including their contact information (address, telephone number, and email). Apply by October 6, 2018 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 508742. Failure to submit the required documents may result in the application not being considered. If you have questions about the application process please contact Tina Marie Litchfield, tlitchfield@uflib.ufl.edu.

AFFIRMATIVE ACTION/EEO
The University of Florida is an Affirmative Action, Equal Opportunity Employer and encourages applications from women and minority group members. We are dedicated to the goal of building a culturally diverse and pluralistic environment; we strongly encourage applications from women, members of underrepresented groups, individuals with disabilities, and veterans. As part of the application process, applicants are invited to complete an on-line confidential and voluntary demographic self-disclosure form which can be found at: http://hr.ufl.edu/data-card/. This information is collected by the University of Florida’s Office of Human Resources to track applicant trends and is in no way considered by the Smathers Libraries in the selection process.