



San José State
UNIVERSITY

INTERLIBRARY LOAN (ILL) STUDENT ASSISTANT POSITION DESCRIPTION

UNIVERSITY LIBRARY

One Washington Square • San José, CA 95192-0028

To apply for this position please fill out the Student Assistant Job Application and email to: library-studentapps-group@sjsu.edu with the Position Title/Reporting Unit/Report Dept in the email's subject heading line.

Position Title: Interlibrary Loan (ILL) Student Assistant

Reporting Unit: Interlibrary Loan

Reporting Department: Interlibrary Services

Reports To: Interlibrary Services Specialist

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interlibrary Loan student assistants perform numerous procedures associated with interlibrary lending and borrowing and in-library services for SJSU faculty, staff, and students. They develop expertise in complex software applications in their daily work in Interlibrary Loan. Student assistant employees build their knowledge of tools and techniques for searching databases, troubleshooting incomplete or incorrect citations, and finding resolutions to work related tasks.

Procedures include, but are not limited to:

- Processing and updating lending/borrowing requests in ILLiad, resource sharing management software, and checking out loans in ALMA, the integrated library system
- Preparing incoming/outgoing loans and returns for shipment, and processing these materials via UPS, and U.S. mail
- Searching stacks and pulling books and microform media materials for scanning and/or processing
- Sending articles in electronic and paper media to patrons
- Provide customer service by answering their Interlibrary Loan questions and concerns by phone, in person and via email
- Adhere to the initial work schedule for the entire semester, unless otherwise approved by one's supervisor
- Adhere to SJSU Library and University policies, procedures, and forms

QUALIFICATIONS

The requirements listed below include the equipment and knowledge, skills, and/or abilities required.

- Strong computer skills, including MS Word, Excel, internet, and email. Student assistants are provided on-the-job training in the use of ILLiad, ALMA, Bookeye scanner and associated software, microform scanner, and fax.

- Ability to make decisions independently, and work as a Interlibrary Loan team member under supervision of the Interlibrary Services Specialist as part of the overarching Document Delivery Services unit of the SJSU library
- Ability to work in a diverse and professional work environment with a variety of students, faculty, and staff
- Ability to organize and prioritize ILL duties while also being a punctual and dependable employee

PHYSICAL REQUIREMENTS

The requirements listed below include physical abilities required to complete essential duties.

- Ability to search and pull books from shelves of differing heights.
- Ability to lift at least 20 lbs of books at a time
- Moving book trucks that are filled with books
- Ability to distinguish call numbers on spines of books

WORK SCHEDULE: 12-20 Hours per week during semester

Monday:	Anytime from 8AM-5PM
Tuesday:	Anytime from 8AM-5PM
Wednesday:	Anytime from 8AM-5PM
Thursday:	Anytime from 8AM-5PM
Friday:	Anytime from 8AM-5PM
Saturday:	No ILS hours available
Sunday:	No ILS hours available

INITIAL HIRING RANGE: \$15.45 per hour