

To apply for this position please fill out the [Interlibrary Loan \(ILL\) Student Assistant job application](#).

Thank you for your interest in working for the San José State University Library.

Position Title:

Interlibrary Loan (ILL) Student Assistant

Reporting Unit:

Interlibrary Loan

Reporting Dept.:

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 used in searching databases, achieving their scholarly needs through research, and troubleshooting 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 your supervisor.

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 an Interlibrary Loan team member under the 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 the 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 the semester

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

INITIAL HIRING RANGE: \$16.20 per hour