

**Inter-library Loans (ILL) Co-ordinator**

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| <b>Faculty / Department:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                     | Library and Learning Resources (L&LR) | <b>Grade:</b>           | SO1: <i>Salary range</i> |
| New <u>appointees</u> to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade                                                                                                                                                                                                                                                                                                                                     |                                       |                         |                          |
| <b>Responsible to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                           | Head of Content & Open Research       | <b>Responsible for:</b> | Library Assistant(s)     |
| <b>Job Purpose</b>                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                       |                         |                          |
| <p>This post supports Head of Content &amp; Open Research in developing and delivering the inter-library loans and document delivery (ILL) service and resource sharing collaboration between the University and relevant partners in the higher education sector.</p> <p>This post serves as the subject expert of ILL and resource sharing and resolves enquiries from service users and stakeholders.</p> <p>This post line manages Library Assistant(s).</p> |                                       |                         |                          |

**Main Activities and Responsibilities**

1. Provide an ILL service by sourcing content from libraries worldwide and digitally online, meeting the information needs of service users.
2. Administer the ILL budget allocation, monitor expenditure and report expenditure patterns to senior managers.
3. Maintain and analyse usage data, and report on service demand trends to identify cost-effective alternative methods of provision.
4. Ensure legal compliance with copyright legislation at national and international levels.
5. Contribute to the development and maintenance of policies and procedures for ILL and resource sharing.
6. Develop information and tools to publicise ILL service to service users.
7. Contribute towards the delivery of projects relating to access and discovery of library collections.
8. Be responsible for line management of staff, overseeing their training, setting objectives and assessing performance as part of the annual appraisal process.
9. Maintain effective relationships with resource sharing partners, suppliers, other University departments such as IT, Procurement and Finance.
10. Maintain and develop knowledge of own subject fields. Monitor innovations and trends to contribute towards L&LR service development.

**Person Specification**

| <b>Essential Criteria</b>                                            | <b>Application Form / Support Statement / Interview</b> |
|----------------------------------------------------------------------|---------------------------------------------------------|
| 1. A good general standard of education, at least GCSE or equivalent | Application Form / Support Statement / Interview        |



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| 2. Knowledge of trends and technology in the ILL field, including resource sharing consortia and management software                                                                       | Application Form /<br>Support Statement /<br>Interview |
| 3. Knowledge of copyright and fair use and the impact on re-production of print materials and inter-library sharing of digital content.                                                    | Application Form /<br>Support Statement /<br>Interview |
| 4. Experience of configuring and undertaking administrative workflows on library related systems.                                                                                          | Application Form /<br>Support Statement /<br>Interview |
| 5. Strong service user focus and values.                                                                                                                                                   | Application Form /<br>Support Statement /<br>Interview |
| 6. Systematic and method approach to problem solving.                                                                                                                                      | Application Form /<br>Support Statement /<br>Interview |
| 7. Ability to analyse and evaluate data in order to produce and represent reports to a range of audiences.                                                                                 | Application Form /<br>Support Statement /<br>Interview |
| 8. Ability to work on own initiative and in a team environment.                                                                                                                            | Application Form /<br>Support Statement /<br>Interview |
| 9. Experience of line management, including recruitment, team development and performance assessment.                                                                                      | Application Form /<br>Support Statement /<br>Interview |
| 10. Ability to establish and maintain effective working relationships with library staff, University departments and other service stakeholders.                                           | Application Form /<br>Support Statement /<br>Interview |
| 11. Proactive and positive attitude to service delivery and continuous service improvement.                                                                                                | Application Form /<br>Support Statement /<br>Interview |
| 12. Demonstrated ability to work collaboratively in a diverse and inclusive environment and commitment to reflective practice, open communication, and constructive feedback and challenge | Application Form /<br>Support Statement /<br>Interview |
| <b>Desirable Criteria</b>                                                                                                                                                                  |                                                        |
| 13. Knowledge of current development in publishing and the impact on document supply and resource sharing, e.g. Open Access, pay-per-view, e-books.                                        | Application Form /<br>Support Statement /<br>Interview |
| 14. Experience of co-ordinating projects.                                                                                                                                                  | Application Form /<br>Support Statement /<br>Interview |

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.