Employment Opportunity
University at Buffalo Libraries
Resource Sharing-Delivery+ Assistant (Instructional Support Associate SL2)

The University at Buffalo Libraries seek a service-oriented, detail-driven, collaborative Resource Sharing-Delivery+ Assistant to join a team of dedicated professionals who work to provide library users with the resources they need for research, learning and teaching. As a member of the Delivery Services Team, you will facilitate access to UB library materials for university constituents and users from other libraries and expedite the borrowing of library materials from other institutions at the request of UB faculty, staff, and students. You will have many opportunities to collaborate and consult with fellow Delivery Services team members to help make operations more effective and responsive to the needs of library users.

Key responsibilities:

- Assist with Interlibrary Loan-Borrowing operations ensuring physical and electronic materials received from other institutions are processed accurately and in accordance with established procedures;
- Process, package and return borrowed materials to owning libraries on a daily basis using USPS, UPS, and other shipping methods;
- Manage the circulation of materials borrowed from other institutions utilizing multiple software systems;
- Process interlibrary lending requests received from non-UB libraries via OCLC, ILLiad, RAPID, IDS, and other resource sharing systems;
- Reformat print journal articles to electronic format for delivery within one business day of the patron’s request;
- Distribute circulating items held in the collection to members of the University community within one business day of the patron’s request;
- Work closely with Delivery Services staff to determine adequate and appropriate student assistant staffing for Delivery services.

We would like the Resource Sharing-Delivery+ Assistant to have these minimum skills, abilities, and education:

- An Associate’s degree or successful completion of two years of college;
- Strong commitment to diversity, equity and inclusion in higher education with the ability to support and enhance a diverse learning and working environment;
- Demonstrated ability to use Microsoft Office applications Word, Excel, and Outlook or similar productivity software;
- Ability to learn new software applications and use new technology;
- Strong organizational skills with the ability to manage competing priorities and meet deadlines;
- Proven ability to work independently without day-to-day supervision;
- Able to identify problems, exercise good judgment and carry out solutions that are guided by existing guidelines, policies, and procedures;
- Excellent verbal and written communication skills;
- Strong interpersonal skills and the ability to work with a diverse population of students, staff and faculty;
- Ability to excel in a fast-paced service-oriented environment;
• Ability to deliver superior customer service in person, via email, and over the phone using tact, empathy, and listening skills to adequately address and resolve user needs.

We would be excited to know if you have the following preferred experience:

• Two to three years of experience in interlibrary loan, specifically working in ILLiad, Aleph or Alma, and/or RAPID ILL;
• Experience using Primo or similar discovery systems;
• Previous supervisory experience or direct experience supervising student assistant workers.

Physical Requirements:

• Must be able to bend, lift, and carry library materials up to 25 lbs. and move standard library trucks containing varying amounts of library materials.
• Must be able to stand or sit for long periods of time.

We are looking for skilled, passionate individuals to join us in making the University Libraries a center of energy and innovation on campus. You can expect to learn continuously in a rapidly changing academic landscape. We will help you be successful by providing training and professional development opportunities. The Resource Sharing/Delivery+ Assistant will report to the Interlibrary Loan Manager and work closely with the Delivery+/Lending Manager and other members of the Delivery Services team.

Salary:

$41,815 - $44,000

To Apply:

Visit https://www.ubjobs.buffalo.edu and search for posting number P1900056. All applicants must apply via the UBjobs Web site. Applicants should describe their qualifications and experience in their cover letter with specific reference to the minimum qualifications of the position. At the time of hire, applicants must be authorized to work in the United States on a full-time basis for a period of at least two years. The posting closes on 04/17/2019. We are currently accepting applications and anticipate filling this position by June 30, 2019.

The University at Buffalo

A flagship institution in the State University of New York system and a member of the Association of American Universities, UB is the largest and most comprehensive campus in the 64-campus SUNY system. UB offers more than 375 academic programs – the largest menu of academic choices in New York State. UB provides students access to a rich variety of multicultural experiences and environments, both on campus and through our 80-plus study abroad programs. Our research, creative activity and people positively impact the world.
The University Libraries

As the largest academic research library in the SUNY system, the University Libraries offer an outstanding array of information resources, technologies, services and people to support academic achievement. The Libraries play a vital role in the academic success of our students, the teaching and research of our faculty, and the intellectual pursuits of our alumni and community members. Our broad selection of digital and print resources, innovative services, and expert staff support scholarly and creative achievements in new and exciting ways.

The Buffalo Niagara Region

The Buffalo Niagara region is a major metropolitan area with diverse communities and outstanding assets. Voted America’s No. 1 favorite city by Travel+Leisure readers, and ranked among the top five American cities to which to relocate by Spelling’s Best Places, Buffalo is on the rise – and UB is proud to play an active part in its resurgence. Buffalo offers the amenities of a major urban area without the headaches. Friendly folks, quick commutes, charming neighborhoods and a low cost of living are among the perks of life in the region. Three international bridges connect the Buffalo Niagara region to Canada. Travel to the cosmopolitan city of Toronto is only 90 minutes by car. By air, we are less than an hour to New York City, Philadelphia and Washington, D.C.

The University at Buffalo is an Affirmative Action/Equal Opportunity Employer. The University is dedicated to the goal of building a culturally diverse and pluralistic University community and is committed to providing employment opportunities to minorities, women, veterans, disabled individuals, and other protected groups.