ALA RUSA STARS Task Force on Interlibrary Loan Operations Management: Ranked and Annotated Qualifications for the Position of Manager of an Interlibrary Loan Department

1. Knowledge of Technology – This includes facility with relevant software (e.g. OCLC, MS Office, CLIO, ILLiad, scanning technology, etc.) as well as the ability to assess software products. Knowledge of technology is critical for maintaining workflow and transitioning to new request management software.

2. Knowledge of trends in the ILL field - This includes following developments with request management software, consortia, copyright, etc. Staying current with ILL trends is fundamental in being able to provide state-of-the-art service.

3. Manage coordination of different processes in ILL (e.g. document delivery, Loansome Doc, inter-branch or consortial delivery systems) - A library may have several document delivery/ interlibrary loan systems, an intercampus document delivery service as well as interlibrary loan, and several consortia with various service agreements. The Interlibrary Loan manager must be able to effectively coordinate these services and to develop workflow for the provision of fast, cost effective, and seamless service.

4. Previous ILL or document delivery experience required - Interlibrary Loan has become a specialized and multifaceted field, and previous experience is therefore essential for management of this area.

5. Leadership ability with staff, e.g. ability to assist with inter-staff friction, hiring, firing, day-to-day etc. - This includes basic middle management team building skills, ensuring staff training, etc.

6. Bibliographic searching skills - These skills are critical for locating requested materials, interpreting whether a library actually owns a particular journal volume, identifying correct editions, etc. These skills include the ability to search OCLC, ILS systems, Web sites, and old union catalogs, as well as the ability to interpret citations and provide complete and accurate citation information.

7. Foster positive relationships with both internal customers (patrons) and external customers (other ILL departments) - This is the ability to balance the needs of local ILL patrons for rapid delivery of requested material with rapid turnaround time in lending service to other libraries. A positive view of interlibrary loan service should be fostered in the local community of users. Also, since effective resource sharing is dependent upon reciprocity among libraries, it is crucial to foster positive relationships with other libraries.

8. Ability to work strategically with other departments in library, e.g. acquisitions, technical services, electronic resources unit. - There are many interconnections among library departments. This is the ability to fit the activities of the interlibrary loan

department into the bigger picture of the library as a whole and to be supportive of other departments, as well as to receive support from them.

9. Project management ability, e.g. automate department, change to new ILL software - This is the ability to provide leadership for staff in planning for software implementation and upgrades, minimizing service interruptions, training staff, communicating with users about upcoming changes, etc.

10. Ability to work with other departments/agencies external to the library on issues that directly affect the ILL department (e.g. IT) - This skill involves the ability to partner with technical support staff to resolve problems with ILL software, to work with mailroom staff and couriers on issues impacting shipping turnaround time, etc.

11. MLS degree required – The MLS degree provides the professional basis for the position. It is the foundation for understanding the research process, reference databases, MARC records, and other key concepts contributing to effective ILL management. Additionally, the MLS degree provides the manager with the necessary tools to build a network of professional contacts.

12. Budgetary management and ability to advocate for more funds or restructure if funding is reduced - This is the ability to be fiscally responsible in monitoring the costs of interlibrary loan, such as shipping and copyright costs and to manage within the means of the library. This may include adjusting borrowing/lending fees and other measures.

13. Ability to establish direction for department within the strategic planning of the library - This involves the identification of programs that best complement and support the library's goals and the ability to implement programs in support of the goals.

14. Represent the department to the rest of the library - This is the ability to communicate effectively with other library areas, to advocate for change, and to collaborate on projects.

15. Develop service initiatives based upon analysis of statistical trends - This is the ability to analyze statistics (borrowing/lending patterns, use of services by patrons, most requested journal titles, turnaround time, etc.) and to implement changes based on these trends.

16. Participation in professional organizations - It is critical to participate in professional organizations in order to stay current with trends in scholarly communication which have impact on resource sharing. This includes participation in interlibrary loan related meetings and workshops as well as other relevant professional organizations, such as ALA, PLA, MLA, SLA, OCLC regional network meetings, and local organizations offering appropriate courses and programs.