POSITION: INTERLIBRARY LOAN TECHNICIAN (LIBRARY TECHNICIAN II)
Search #
Full time, year round position
Anticipated work schedule: 8:00am-5:00pm, Monday-Friday; some evening/weekend hours

DEPARTMENT: Library
Academic Affairs

START DATE: As soon as possible after closing

STARTING SALARY: $11.843/hour with benefits

BARGAINING UNIT: Montana Public Employees Association (MPEA)

Montana State University-Billings is the third largest University in Montana and is located in Montana’s largest city. The University campus, City College and Downtown campus together are home to approximately 5,000 students. The University has five colleges, which offer a wide variety of programs to its students. Montana State University-Billings employs approximately 500 employees, who together work hard to create an outstanding University.

DESCRIPTION: The Interlibrary Loan (ILL) Technician is responsible for managing the Library’s ILL, resource sharing, and document delivery functions. The Technician utilizes sophisticated ILL management software to identify, locate, request, obtain, and share library materials with national and international libraries. The Technician manages a variety of telecommunications and monitors rapidly changing technologies to provide seamless service and ensure compatibility and interoperability between specialized interlibrary loan hardware and software. The Technician collects and interprets data to fulfill resource sharing and Library goals and provide statistical information for data-driven decisions. Assistance in other areas of Library operations, including assigned duties at public service desks, is required.

POSITION RESPONSIBILITIES:

- Manage and utilize a complex system of software and digital communication systems, drawing on the resources of libraries worldwide to locate, obtain, and deliver items requested.
- Manage the electronic delivery of articles, reports, and other resource materials to Library users.
- Collaborate with librarians and paraprofessional library staff to locate resources for unusual or difficult requests and identify alternative materials as necessary.
- Work closely with MSU-Billings faculty to obtain materials to support their research and instructional needs.
• Work independently to control costs by establishing and participating in reciprocal agreements between state, regional and national library groups.
• Educate MSU-Billings faculty and students in the use of full-text, electronic access to articles.
• Ensure compliance with federal copyright laws and interlibrary loan protocols.
• Maintain and foster excellent working relationships with participating libraries, particularly those in cooperative arrangements in Montana and the region.
• Staff the Reference Desk for 2-4 hours per week, with professional backup as needed. Some evening or weekend hours are required.
• Hire, train, schedule and supervise student workers to implement day-to-day ILL routines.
• Participate in state and local library organizations, as well as campus activities and functions.
• Manage, evaluate, and troubleshoot ILL software for MSU Billings, MSU Northern, and Great Falls College of Montana State University.
• Monitor ILL trends and technology to stay current in the field.
• Evaluate and revise interlibrary loan operating procedures to continuously improve efficiency and service.
• Provide information regarding ILL services to other Library staff members
• Participate in collection management decision making activities within the Library, including data gathering, reporting, and compilation of statistics.

REQUIRED QUALIFICATIONS:

➢ High school diploma or equivalent.
➢ Excellent verbal and written communication skills, and ability to work well with library partners, including students, faculty, staff, community members, vendors, and outside agencies.
➢ Ability to work as a team member, sharing responsibility for the smooth operation of the Interlibrary Loan department.
➢ Experience in working in a fast-paced environment where accuracy, attention to detail, and the ability to make decisions are vital.
➢ Able to physically handle materials, which may include lifting and moving boxes, books, and book carts.
➢ Experience working in an environment where technology and applications change continuously.
➢ Ability to gather and analyze data, evaluate solutions, and make recommendations.
Ability to prioritize, work independently, and manage multiple projects concurrently.

Ability to be entrepreneurial, self-starting, active, innovative, and creative in the ongoing task of improving library services.

**PREFERRED QUALIFICATIONS:**

- Bachelors degree.
- Recent library work experience.
- Work experience in a higher education environment.
- Experience with ILLiad, Ariel, Odyssey, and other ILL/resource sharing software systems.

**REVIEW DATE:** Applications received by **DATE** will be given preference review; The position is open until filled.

**APPLY:** Submit **Letter of Application** addressing the above experience, qualification, and skills, **Resume, MSU-Billings Employment Application, Authorization for Background Check form**, and a **List of Three Professional references** (including names, addresses, phone numbers, and email addresses) to:

Human Resources Office/EEO-AA Office  
Montana State University-Billings  
1500 University Drive  
Billings, MT 59101-0298  
Phone: (406) 657-2278  
Fax: (406) 657-2120  
http://www.msubillings.edu  
employment@msubillings.edu

Criminal background investigation is required prior to offer of employment. In accordance with University policy, finalists for this position will be subject to criminal background investigations.

In accordance with The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, the MSU-Billings Crime Statistics of Specified Crimes is available for applicant review online at: http://www.msubillings.edu/security, or can be accessed in the Human Resources Office, McMullen Hall, Room 310.

**MONTANA STATE UNIVERSITY-BILLINGS IS AN ADA/AA/EEO EMPLOYER.** Qualified women, persons from minority groups, persons with disabilities, and person with eligible veteran status are encouraged to apply. Contact Human Resources Office, MSU-Billings for more information regarding preference or accommodation (406-657-2278/TTY).