

University of Memphis  
University Libraries Position Description

- I. DEPARTMENT: University Libraries: Government Publications
- II. POSITION: Library Assistant II (Government Publications)
- III. CLASSIFICATION: LIBRARY ASSISTANT II (Government Publications)
- IV. NAME OF INCUMBENT: Vacant
- V. POSITION NO.: 001216
- VI. JOB PURPOSE:

Works as a member of Government Publications, which serves as the Federal Regional Depository for the state of Tennessee and as a Tennessee Depository for state documents, utilizing knowledge of federal and state government functions and operations. This position carries out complex specialized government publications procedures and tasks, including processing and maintenance of federal government publications in varied formats, in compliance with Federal Depository Library Program (FDLP) guidelines (USC Title 44 Chapter 19). Assists users at the primary service points, the Research Assistance Desk (RAD) and online via Chat and Email, for information about collections and services of the University Libraries. This position provides assistance in person, by telephone, or online, in identifying, locating, evaluating, and using resources needed to access information with an emphasis in government publications research.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES:

- A. Works within the rules, regulations, and guidelines for federal depository libraries as established by the Government Publishing Office (GPO). Performs maintenance, record keeping, and public service functions for the tangible and electronic collection.
  - 1. Performs general database maintenance of federal documents' bibliographic records in the Integrated Library System (ILS). This includes additions, deletions, updating of location/volume, troubleshooting of record overlay problems, serials title changes, and other required editing.
  - 2. Shares responsibility for checking in and processing federal documents receipts in all formats—paper, microfiche, CDs, DVDs, and online; serves as backup for the other staff members as needed.
  - 3. Works on the retrospective conversion of the pre-1976 government publications collection.

4. Works with retrospective barcoding of the government publications collection.
  5. Uses various systems such as OCLC and Sierra to enter, maintain, update, and correct records for government publications represented in the Libraries' ILS.
  6. Utilizes WebTech Notes or other appropriate software for analyzing and solving technical problems, checking discrepancies, and making necessary changes to documents' bibliographic and item records in the ILS.
  7. Works with the Cataloging Department and Libraries Information Systems to address problems with government document records in Libraries' catalog.
  8. Assists with organizing and maintaining the physical collection, including shifting, labeling, barcoding, correcting, and boxing documents for remote storage.
  9. Shelves specialized publications and microfiche.
  10. Compiles data, statistics, and other information to communicate, present, and report relevant characteristics of the services and resources offered by Government Publications on a scheduled basis or as requested.
  11. Makes online claims for missing materials through the Federal Depository Library Program (FDLP) web site.
  12. Updates Government Publications processing notes and creates new documentation as needed.
  13. May share responsibility for or serve as a backup for checking-in and processing of Tennessee documents receipts in paper or digital format.
  14. Shares responsibility for uploading documents in the University Libraries' Digital Commons.
  15. Shares responsibility for digitizing source documents or other materials as necessary.
  16. May share responsibility for compiling and reporting departmental key performance indicators in appropriate applications, notably Excel.
  17. May assist with opening, unpacking, sorting, and distributing daily mail and deliveries of federal and Tennessee depository shipments and withdrawals.
  18. May share responsibility for ordering supplies.
- B. Provides direct user assistance on a scheduled basis at the RAD and on Chat/Email Reference Service with an emphasis in Government Publications.
1. Fulfills scheduled shifts at the RAD and Chat/Email Service, reporting on time and taking the initiative to resolve scheduling conflicts in a timely manner, and volunteering for others' times as needed.
  2. Participates in staffing the RAD and Chat/Email Service as scheduled, including some evenings and some weekends.
  3. Conducts reference interviews in person, on the telephone, or using other available technology to identify and best serve the information needs of users.
  4. Interprets and evaluates all queries individually by conducting a thorough reference interview.
  5. Assists users with searching print or online finding aids such as the online catalog, electronic databases, and/or indexes to locate information resources to meet their needs.

6. Devises, demonstrates, and instructs users in devising appropriate strategies to find needed information.
7. Assists users with locating and utilizing library materials in various formats, including periodicals, newspapers, microforms, maps, and electronic or digital media.
8. Instructs users in the use of library equipment such as microform readers, printers, scanners, computers, and copy machines.
9. Utilizes extensive knowledge of federal and state government functions, structures, operations, and resources to answer queries related to all facets of governmental processes, including but not limited to the legislative process and congressional citations, administrative rulemaking and adjudication, Supreme Court briefs and legal citations, and government statistics.
10. Serves as a resource person for other RAD team members on matters related to the Government Publications collection.
11. Interprets and implements official Libraries' policies.
12. May create, edit, or maintain finding aids for research use.

C. Maintains proficiency in areas of expertise and responsibilities.

1. Participates in training and workshops offered by GPO or other agencies focusing on the specific work and workflow related to the Government Publications collection.
2. Participates in training and workshops offered by GPO or other agencies focusing on the use of government publications to support research and teaching.
3. Monitors professional and scholarly communications (listservs, blogs, etc.) for information relevant to both the federal and state depository programs.
4. Participates in individual and group meetings related to the work of the department.
5. Participates in team meetings, training sessions, and webinars designed to develop and improve skills of the RAD team.
6. Participates in appropriate training sessions offered for University Libraries faculty and staff.
7. Participates in appropriate training sessions offered by the University's Information Technology Services (ITS), Center for Teaching and Learning (CTL), Human Resources (HR), or other groups on campus.
8. Participates in appropriate professional development activities and organizations.

D. Performs other duties as assigned.

1. Serves collaboratively on Libraries' committees and task forces and participates in Libraries events as appropriate or as assigned.
2. Assumes other duties as assigned by their immediate supervisor and/or the Executive Director & Associate Dean of University Libraries.

VIII. DIRECTION RECEIVED

Reports to Head of Government Publications.

IX. DIRECTION GIVEN

May supervise student assistants. Trains and supervises staff as directed by department/unit supervisor.

X. JOB SPECIFICATIONS

Requires a bachelor's degree and at least one year of relevant experience. An appropriate combination of education and experience might substitute for the required degree or experience.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5-hour work week. The primary work schedule for this position may be a 7.5-hour workday (for example, Monday–Friday 8:00 a.m.–4:30 p.m., or 9:00 a.m.–5:30 p.m., or 9:30 a.m.–6:00 p.m.) with some flexibility—including scheduled night and/or weekend hours (for example, 1:30 p.m.–10:00 p.m.) during the academic term when the Libraries maintains a full schedule. The established schedule remains subject to change depending on the requirements of the position or the University Libraries.

During breaks, interim, summer, and holiday periods, the Libraries' operational schedule is shortened, and the work schedule of the incumbent will be modified to fit into the modified schedule. The modified schedule may require that the incumbent work a variant schedule.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Experience using computers in a work setting and the ability to learn the protocols for utilizing multiple software packages for managing and manipulating data.
- B. Excellent oral and written communication skills.
- C. Excellent customer service skills and ability to assist users with their information needs, whether in person, on the telephone, or electronically.
- D. Strong interpersonal skills that will support establishing and maintaining productive working relationships with a diverse group of faculty, staff, coworkers, and external partners and the ability to interact with them in a courteous and professional manner.
- E. Excellent attention to detail and ability to maintain a high level of accuracy in work.
- F. Must be able to exercise sound judgment and possess good decision-making skills.
- G. Must be able to problem solve and think creatively.
- H. Skill in understanding, interpreting, and accurately following directions

whether verbal or written.

- I. Ability to recognize the limits of the authority of the position and know when to appropriately refer matters.
- J. Must be able to work independently as well as part of a team while meeting deadlines, completing work on established schedules, and asking for assistance, if needed, to prevent delays in accomplishing tasks.
- K. Ability to adapt to change, keep a positive attitude, and to learn new skills as the operations and needs of the Libraries evolve.

### XIII. PREFERRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Previous library work experience, including work with OCLC, an ILS, and library classification schemes.
- B. Knowledge of general library procedures and policies.
- C. Experience retrieving relevant information using multiple functions of an ILS in a customer service environment.
- D. Knowledge of the FDLP and Superintendent of Documents Classification System.

### XIV. WORKING CONDITIONS

Technologically-oriented academic research library with some similarity to an office environment. Position has an extensive public service component requiring regular interaction with the general public. Position requires some standing, walking, and reaching. Incumbent must be able to bend, stoop, and lift up to 30 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks weighing up to 300 lbs.

Description last updated: September 2023--PR/JE