

I. DEPARTMENT: University Libraries, Information Access Services Department, Information Systems.

II. POSITION: Information Systems Library Assistant 3

III. CLASSIFICATION: Library Assistant 3

IV. NAME OF INCUMBENT: Vacant

V. POSITION No.: 001292

VI. JOB PURPOSE:

One member of the team that maintains library information systems platforms for the University Libraries and its partner libraries. Performs various complex activities related to the maintenance, development, and quality of the underlying bibliographic database. Primarily responsible for assigned administrative duties and daily operations. Supports the management of diverse resources, technology, users, and situations requiring independent decision-making and actions.

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. Assists in the support and maintenance of all University Libraries' information system platforms and software.
 - i. Participates in the planning, support, and implementation of all modules of the University Libraries' Integrated Library System and its continued upgrades. (Currently: III, Sierra)
 - ii. Serves on the Integrated Library system Advisory Council (ILSAC) which advises, guides, and implements developmental and procedural changes in the ILS as used for the benefit of the University Libraries and our system partners.
 - iii. Supports the development and maintenance of the ILS Web interface, also known as the online public access catalog (OPAC).
 - iv. Prepares and executes file and database uploads under the direction of the Systems Librarian.
 - v. Assists in the functional and content integration between the ILS and implanted discovery platforms, supporting the available electronic resources.
 - vi. Participates in troubleshooting users' technical problems as part of the Information Access Services Department in cooperation with the Electronic Resources team.

- vii. Supports the maintenance and development of the EZ-Proxy server's configuration. Collaborates with ITS/Enterprise Infrastructure Services for the software and OS upgrades and security.

B. Participates in department wide responsibilities, projects, and activities.

- i. Maintains knowledge of library policies and procedures and computer skills through attendance at meetings of library and departmental staff and training classes.
- ii. Assists with work in other functional areas of the department, as needed.
- iii. Participates in individual and group meetings related to the work of the Department and/or the University Libraries.
- iv. Compiles and submits statistical data or other reports, on established schedule or as requested, on all work performed, using departmental forms or submission mechanisms.
- v. Performs other duties as assigned.
- vi. Serves on Library committees and task forces as assigned.
- vii. Undertakes other tasks assigned by the department head or the Dean/Executive Director of University Libraries.

VIII. DIRECTION RECEIVED:

- A. Reports to Systems Librarian

IX. JOB SPECIFICATIONS

- A. Bachelor's degree and two years of relevant experience, or an equivalent combination of education and experience.

X. SPECIAL CONDITIONS

- A. This is a full-time permanent non-exempt position requiring a 37.5-hour work week. The primary work schedule for the position is 8:00 am to 4:30 pm. This schedule may be modified to address changing needs and conditions of the University Libraries.

XI. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Experience and facility with 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. Good customer service skills and ability to assist library users with their information needs whether they arrive 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 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 library work.
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- G. Must be able to problem solve and think creatively.
- H. Ability to recognize the limitations of this position's authority and make appropriate referrals to another individual or a higher authority.
- I. Must be able to work independently and part of a team while meeting deadlines, completing work on established schedules, and asking for assistance, if needed, to prevent delays in accomplishing tasks.
- J. Ability to adapt to change and to learn new skills as the operations and needs of the library evolve.
- K. Previous library work experience, including work with OCLC, an integrated library system, and library classification schemes, is preferred.

XII. WORKING CONDITIONS

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

Description last updated: December 2023