

Department: University Libraries – Research and Instructional Services**Title: Library Assistant III, Learning Experience****Position Number: 002811****Job Number: 10089****Job Description:**

A key player in the daily functioning of a busy, active department, the Learning Experience Library Assistant III, a member of the Research and Instructional Services (RIS) Department, is the main point of contact between campus instructors and library instructors when scheduling library instruction. This position is responsible for gathering and maintaining instruction-related statistics.

This position is assigned to the Learning Experience Team within the RIS Department that focuses on all facets of instruction delivery: instruction coordination, planning, delivery, and assessment. This position assists with maintaining and updating digital learning objects (DLOs) that support Libraries users. This position provides direct user assistance to those using the collections and services of the University Libraries as a member of the Research and Instructional Services (RIS) Department. This role assists Libraries patrons in finding, using, evaluating, and interpreting information.

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.

Responsibilities:

- Assist the Learning Experience Team in the assessment and implementation of the Libraries' Instructional Services program.
 - Mediate communication between campus instructors and instruction librarians.
 - Coordinate, schedule, and process requests for in-person and virtual instruction; manage online scheduling calendars and resources.
 - Manage instruction statistics: using various data collection and reporting tools, correct, compile, analyze, and report quantitative data. Collaborate with instruction librarians to analyze and interpret qualitative data.
- Provide direct user assistance as scheduled via the Libraries on-demand public service outlets for approximately 15-20 hours per week, or as needed.
- Assists with maintaining and updating digital learning objects that support Libraries users (research guides, Canvas tutorials, FAQs, etc.).
- Participates in departmental programming and University Libraries outreach events.
- Participate in fulfilling the full range of duties and responsibilities that contribute to the continuity and success of the RIS Department and University Libraries.
- Build and grow proficiency in areas of expertise and responsibility.

- Perform other duties as assigned.

Qualifications:

Requires a bachelor's degree with two years' work experience. An appropriate combination of education and experience may substitute for the required degree.

Preferred Knowledge, Skills, and Abilities:

- Experience assisting users in a customer-service environment, preferably in a library.
- Ability to communicate effectively both orally and in writing.
- Good interpersonal skills that will support courteous and professional interactions with users and coworkers from diverse backgrounds.
- Skill in understanding, interpreting, and accurately following directions whether given verbally or in writing.
- Experience using computers and appropriate software such as databases, word processing, spreadsheet, web authoring software in a work setting.
- Good judgment and good problem-solving skills
- Willingness to learn and subsequently implement new tasks and skills.
- Ability to work independently and collaboratively and accept responsibility for work to be done.
- Ability to maintain a positive attitude and appropriate workplace boundaries.

Special Conditions:

This is a full-time permanent position requiring a 37.5-hour work week. The primary work schedule for this position is Monday – Friday 8:00am-4:30 p.m.

Updated: September 2026