

- I. DEPARTMENT: University Libraries, Information Access Services
- II. POSITION: Electronic Resources Library Assistant III
- III. CLASSIFICATION: LIBRARY ASSISTANT 3
- IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 003128

VI. JOB PURPOSE:

This position is one member of the team of faculty and staff in the Information Access Services Department. The person in this position is cross trained to assist in all the functional areas of the department including the Interlibrary Loan/Resource Delivery (ILL/RD) Office, Electronic Resources, Collection Development, and Acquisitions. The key responsibilities of this position support the Libraries' Electronic Resources function.

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 the Electronic Resources Librarian with the identification, selection, and management of electronic resources.
- a. Maintains active links between the Libraries' online catalog and vendor product to ensure access to electronic resources to which the University Libraries subscribes.
 - b. Gathers and reformats vendor generated usage statistics for electronic databases.
 - c. Compiles monthly and periodic reports reflecting database usage statistics.
 - d. Identifies and maintains an accurate, up-to-date record of administrative and management data, such as administrative logins, related to licensed electronic resources.
 - e. Maintains files of catalogs, instructional, and promotional material to be used in evaluating and/or planning for use of electronic resources.
 - f. Inputs local holdings data into electronic resources and directories to facilitate user access to library resources.
 - g. Participates in the acquisition, licensing, and renewal of new and ongoing electronic resource agreements.
 - h. Participates in electronic resources troubleshooting efforts in collaboration with the appropriate Libraries and ITS personnel.
 - i. Provides direct user assistance in matters of electronic resources in person, by telephone, and/or electronically.
- B. Participates in Department-wide responsibilities, projects, and activities.

- a. Maintains knowledge of library policies and procedures and computer skills through attendance at meetings of library and departmental staff and training classes.
 - b. Assists in training new employees.
 - c. Participates in individual and group meetings related to the work of the Department and/or the University Libraries.
 - d. Compiles and submits statistical data or other reports, on established schedule or as requested, on all work performed, using departmental forms or submission mechanisms.
- C. Maintains proficiency in areas of expertise and responsibility related to the duties of the position.
- a. Maintains awareness of current and new print or electronic resources available to assist library users.
 - b. Participates in appropriate training sessions offered by the University Libraries, the Information Technology Service (ITS), Human Resources, or other appropriate groups or agencies.
- D. Performs other Duties as assigned.
- a. Serves on library committees and task forces as appropriate.
 - b. Undertakes other assignments or projects assigned by the immediate supervisor or the Dean/Executive Director of University Libraries.

VIII. DIRECTION RECEIVED

Reports to the Electronic Resources Librarian or his/her designee.

IX. DIRECTION GIVEN

May supervise student assistants assigned to the department.

X. JOB SPECIFICATIONS

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

XI. SPECIAL CONDITIONS

This is a full-time permanent non-exempt position requiring a 37.5-hour work week. The primary work schedule for this position is Monday through Friday, 8:00 am – 4:30 pm. From time to time, the schedule might be modified to accommodate needs of the University Libraries.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Good customer service skills and ability to assist library users with their information needs whether they arrive in person, on the telephone, or electronically.
- B. Experience and comfort with using computers in a work setting and the ability to learn the protocols for utilizing multiple software packages.
- C. Ability to enter, query, and manipulate data in a computer database to serve library users.
- D. Familiarity with a variety of print and electronic reference tools, including web-based resources.
- E. Ability to understand, interpret, and implement library goals, objectives, policies, and procedures.
- F. Ability to adapt to change and learn new skills as the operations and needs of the library evolve.
- G. Excellent oral and written communication skills.
- H. Skill in understanding, interpreting, and accurately following oral and/or written directions.
- I. Excellent attention to detail and ability to maintain a high level of accuracy in library work.
- J. Ability to solve problems and to implement solutions in a timely and professional manner.
- K. Ability to exercise sound judgment and good decision-making skills.
- L. Good interpersonal skills that will support establishing and maintaining courteous and productive working relationships with a diverse group of library users, coworkers, and external partners.
- M. Awareness of and ability to apply principles of equity and inclusion to job duties and responsibilities as well as to relationships and/or interactions with library users, coworkers, and external partners.
- N. Ability to effectively and appropriately switch between the roles of leader and follower in an environment that requires strong teamwork.
- O. Ability 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.
- P. Ability to recognize the limits of the authority of this position and know when to appropriately refer matters to a higher authority.

XIII. WORKING CONDITIONS

Technologically oriented academic research library with some similarity to an office environment. While performing the duties of this job, the employee is required to communicate with multiple constituents through written, verbal, and auditory communication. Employee must be able to perceive written, digital, and auditory information either with or without accommodation. Position requires ability to remain in a stationary position, independently navigate the campus, and manipulate objects within the office space. Necessary accommodations are available with approval from Human Resources.

Description last updated: March 2026