

I. DEPARTMENT: Special Collections

II. POSITION: Digitization and Processing Assistant

III. CLASSIFICATION: Library Assistant II

IV. NAME OF INCUMBENT: Vacant

V. POSITION NO.: 003411

VI. JOB PURPOSE

One member of the team of faculty and staff who provide technical processing, preservation, digitization, and public service support for the various collections housed in the Special Collections Department. Provides direct assistance to library users in person, via telephone, or electronically. Assists with building and maintaining intellectual control for the collections housed in in Special Collections. Assists with building and maintaining the digital presence for Special Collections using various technological tools, platforms, and programs.

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.

VII. DUTIES AND RESPONSIBILITIES

- A. Provides direct user assistance on a scheduled basis or as needed at the departmental service desk.
  - a. Assists library users in identifying, locating, and using departmental resources including books, maps, on-line catalog, manuscript collections, photographs, film footage, finding aids, etc.
  - b. Provides informal instruction in the use of departmental resources for individuals and groups.
  - c. Answers reference questions for users in person, on the telephone, or online.
  - d. Interprets and assures the implementation of official library policies.
- B. Performs general collection management functions that maintain the physical order and condition of resources in Special Collections and the library.
  - a. Assists with maintaining appropriate records and preparing through appropriate preservation techniques.
  - b. Assists with shifting of collections in Special Collections or other areas of the library including moving materials in and between the McWhorter Library collections and remote storage in Brister Hall.

- c. Monitors the physical conditions of the stack areas and the reading room to ensure that conditions are appropriate for collections and library users. Reports problems as appropriate.
  - d. Checks order of materials in the collection on a regular basis to insure items are arranged in correct order. Make shelving/filing corrections as necessary.
  - e. Identifies damaged items in the collection so appropriate repairs can be made.
- C. Supports the development, maintenance, and use of collections housed in the Special Collections Department.
  - a. Applies basic archival and preservation techniques in accessioning and processing items being added to or maintained in collections.
  - b. Creates and updates the finding aids for various resources in the collections, as needed.
  - c. Assists in creating and maintaining the University Libraries' digitized special collections in the Digital Commons Institutional Repository by providing continuity and consistency in the development, preservation, and display of, and access to, digital assets.
  - d. Participates in the department's digital lifecycle by scanning, logging, distributing, and maintaining digital assets from the collections for addition to Digital Commons or responding to user needs.
  - e. Assists in creating and maintaining metadata for all digital objects created and existing within Special Collections.
- D. Maintains proficiency in areas of expertise and responsibility.
  - a. Participates in appropriate training sessions offered for University Libraries' faculty and staff.
  - b. Participates in appropriate training sessions offered on campus or through Human Resources.
  - c. Participates in appropriate professional development activities and/or organizations.
- E. Performs other duties as assigned.
  - a. Collects and submits appropriate statistics related to individual and departmental work.
  - b. Serves on library committees and task forces as appropriate.
  - c. Assists library users with using technology and equipment located in Special Collections and the University Libraries.
  - d. Undertakes special assignments or projects assigned by the immediate supervisor or the Executive Director/Dean of University Libraries.

#### VIII. DIRECTION RECEIVED

Reports to department head and/or their designee.

#### IX. DIRECTION GIVEN

Supervises student workers as needed. Assumes responsibility for the department when working alone.

#### X. JOB SPECIFICATIONS

Requires an Associate's degree and at least two years of appropriate work experience. An equivalent combination of education and experience would be two years of college and four years of relevant work 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 is Monday through Friday 8 am to 4:30 pm; however, the incumbent may be asked occasionally to work outside of normal business hours.

#### XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Experience serving users in a customer service environment, preferably in an academic library.
- B. Experience and comfort with using computers in a work setting.
- C. Good keyboarding skills and working knowledge of standard productivity software such as Microsoft Word, Microsoft Excel, Adobe Photoshop, scanning software, and e-mail.
- D. Ability to organize and analyze information.
- E. Good attention to detail and ability to complete work with a high level of accuracy.
- F. Ability to communicate effectively both in person and remotely in oral and written forms.
- G. Good interpersonal skills that will support courteous and professional interactions with library users and coworkers from diverse backgrounds.
- H. Skill in understanding, interpreting, and accurately following directions given verbally or in writing.
- I. Good judgment and good problem-solving skills
- J. Willingness to learn and subsequently implement new tasks and skills.
- K. Ability to work independently and accept responsibility for work to be done.
- L. Ability to maintain a positive attitude while coping with organizational change.
- M. Ability to recognize the limits of the authority of this position and know when to appropriately refer matters to a higher authority.

#### XII. WORKING CONDITIONS

Technologically oriented academic research library where the materials in the Special Collections Department represent unique resources that distinguish this institution's collections from other research collections. Position has an extensive public service component requiring frequent interaction with the public in person, by telephone, and/or electronically. While performing the duties of this job, the employee is regularly required to sit, use hands to handle or feel, and talk and hear. Position requires some standing, walking, and reaching in order to assist library users. Incumbent is required to bend, stoop, and lift up to 40 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks weighing up to 300 lbs.

Description last updated: November 2017, November 2021, December 2021, **January 2025**