

I. POSITION: Library Assistant

II. CLASSIFICATION: Library Assistant III

III. NAME OF INCUMBENT: Vacant

IV. POSITION NO: 16382

V. JOB PURPOSE:

One member of a team of library personnel who provide library services to the students and faculty on the Lambuth Campus, the University community. Reporting to the Campus Librarian, this individual provides direct user assistance in interlibrary loan, reference, and circulation, assists with collection management, assists with library programming, and supervises student assistants. They work with diverse resources, technology, and clientele in a service environment requiring independent decision making, mature judgement, and responsible action.

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.

VI. DUTIES AND RESPONSIBILITIES:

- A. Provides direct user assistance in reference and instruction for library users.
 - 1. Conducts reference interviews in person, on the telephone, or using other available technology to determine and best serve the information needs of library users.
 - 2. Assists library 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.
 - 3. Assists library users with locating and utilizing library materials regardless of format.
 - 4. Instructs library users in the use of printers/scanners, computers, copy machines, and other library equipment.
 - 5. Functional familiarity and comfort with technological innovation, end-user training and orientation to use electronic equipment.
 - 6. Makes appropriate referrals to other individuals or departments when the complexity and/or subject matter of users' requests are beyond their level of expertise.
 - 7. Records use data for the services and/or resources provided.
- B. Provides user assistance at the Circulation Desk.
 - 1. Uses the integrated library system (ILS) to check items in and out and to search patron records or billing information.
 - 2. Registers new library users and/or updates existing records by adding appropriate data in the ILS; issues Community Special Privilege cards.
 - 3. Assists faculty and students with utilizing the Reserve Collection and related services as needed.
 - 4. Checks in patrons who have reserved study spaces, audio/visual spaces, or event spaces.

5. Provides expertise and set up assistance of circulating equipment and event equipment including personal computing, photography, audio/visual, and STEM items.
6. Places items on hold or issues recalls as needed. Conducts appropriate follow up with library users for these functions.
- C. Coordinates interlibrary loans between the Lambuth Library and McWhorter Library.
 1. Assists patrons in creating an ILL account and provides instruction in requesting ILL items.
 2. Utilizes the applications, procedures and policies of the ILL system used to transport ILL items to and from the Lambuth Campus.
 3. Prepares items for transfer between campuses and fulfills ILL requests in a timely manner.
 4. Maintains contact information for ILL users and notifies patrons in the event of overdue ILLs, recalls, or any other problems that may arise.
 5. Keeps statistics on all ILL transactions.
- D. Performs collection management, collection maintenance, and cataloging functions.
 1. Maintains print serials collections including local newspapers.
 2. Maintains circulating equipment including personal computing, photography, audio/visual, and STEM items.
 3. Identifies and makes available basic user guides for personal computing, photography, audio/visual, and STEM items.
 4. Assists with digitizing archival records as assigned.
 5. Assists with archives display and maintenance as assigned.
 6. Assists with collection withdrawals as assigned.
 7. Assists with the shifting of library collections as assigned.
 8. Ensures the appropriate order of materials in the collection by periodically reading the shelves and adjusting as needed.
- E. Participates in accomplishing necessary administrative/office functions.
 1. Assists with maintenance of statistical record keeping as assigned.
 2. Compiles and submits periodic statistical reports as assigned.
- F. Serves as the Department Support Person (DSP) for the Lambuth Branch Library.
 1. Provides ongoing technical support for computers and peripherals used by faculty or staff in the Lambuth branch.
 2. Analyzes and solves technical problems for faculty and staff.
 3. Acts as liaison to the Libraries' Information Systems Department and Information Technology Services as needed to solve technical problems requiring skills or knowledge beyond their expertise.
- G. Performs other duties as assigned.
 1. Participates in presentations to campus tour groups regarding the collections and services of the Lambuth Library.
 2. Assists with the supervision of student assistants assigned to the Lambuth Library.
 3. Participates in team meetings and professional development sessions designed to develop and improve skills.
 4. Coordinates with the Campus Librarian to promote the Lambuth Library services and resources.
 5. Participates in library-wide projects or events as needed.

6. Assumes other duties assigned by supervisor or the Executive Director of University Libraries.
7. Not required but strongly preferred
 - A. Leads a monthly book club or other event in the library. Promotes these events to faculty, staff, and students.

VII. DIRECTION RECEIVED

Reports to the Lambuth Campus Librarian, or the Executive Director of University Libraries as is appropriate.

VIII. DIRECTION GIVEN

In coordination with the Lambuth Campus Librarian, interviews, hires, trains, schedules, and supervises student assistants.

IX. JOB SPECIFICATIONS

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

X. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5-hour work week. The primary work schedule during the teaching semesters for this position is 12:00 noon to 8:30PM, Sunday through Thursday. The specific work schedule is subject to change as the campus grows and the needs of the University Libraries change. Work schedules vary during intervals when classes are not in session.

XI. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Ability to communicate sensitive information in a tactful and courteous manner.
2. Ability to supervise the work of others.
3. Experience using computers and database/word processing/spreadsheet software preferably in a customer service work setting.
4. Ability to understand, interpret, and implement library policies and procedures.
5. Experience using an automated library catalog or similar database.
6. Excellent verbal and written communication skills to deal effectively with faculty, students, staff and the general public.
7. Excellent organizational and supervisory skills.
8. Good interpersonal skills that will support courteous and professional interactions with library users and coworkers from diverse backgrounds.
9. Ability to work on multiple tasks simultaneously and to bring detailed work to a successful conclusion.
10. Ability to work independently, as well as part of a team, and to accept responsibility for work to be done.
11. Sound judgment, excellent problem-solving skills, and good decision-making skills.
12. Ability to maintain a positive attitude while coping with organizational change.
13. Understanding of research processes and needs as well as knowledge of a range of information resources.

14. Ability to recognize the limits of the authority of this position and know when to refer matters to a higher authority.

XIII. 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 created: November 2011

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