

University of Memphis
University Libraries - Position Description

I. DEPARTMENT: University Libraries

II. POSITION: Part-Time Library Specialist, Research & Instructional Services (RIS)

III. CLASSIFICATION: Temporary Appointment

IV. NAME OF INCUMBENT: Various

POSITION NO. 009983

V. JOB PURPOSE: This temporary part-time position functions as a part of the team that provides assistance with RIS projects as assigned. The incumbent contributes to the missions of the University and the University Libraries by helping Libraries users identify, access, and interpret information resources that support their teaching, learning, and/or research. S/he will assist with the use and understanding of all Libraries' resources, regardless of format.

VI. DUTIES AND RESPONSIBILITIES

A. Participates in the University Libraries' user instruction program. May assist in the following projects, dependent upon applicant's interests and strengths:

1. Provide direct user assistance as part of the Research Assistance Desk (RAD) team.
 - i. Provides reference/referral service to users, in-person and by telephone, at the RAD as scheduled, including some evenings and weekends.
 - ii. Provides back-up and assistance for other members of the RAD team as needed.
 - iii. Provides reference service to users through Chat and/or email.
 - iv. Assists Libraries users with making the best use of available Libraries' resources to support their teaching, learning, and/or research.
 - v. Stays abreast of policies, procedures, and practices related to the RAD.
2. Instruct one-shot library sessions for undergraduate-level courses such as Academic Strategies, English 1010, and English 1020.
3. Online instructional design development.
4. Online instruction tool development: online tutorials, videos, etc.
5. LibGuides and LibFAQs assessment, maintenance, and weeding.
6. Quantitative and qualitative data compilation and assessment.
7. Classroom and embedded instruction statistical analysis.
8. RIS services statistics compilation and analysis.
9. Workshop, orientation, and/or fair attendance.
10. Lead tours.

B. Other

1. Participates in meetings and training sessions of the department and Libraries.
2. Stays informed about the current work of the department and Libraries.
3. Maintains and reports statistics relevant to her/his work.
4. Uses available technology to accomplish tasks related to her/his work.
5. Performs other duties as assigned by the Department Head and/or Dean of University Libraries.

VII. DIRECTION RECEIVED

Reports to the Department Head, Research and Instructional Services.

VIII. DIRECTION GIVEN

May supervise library assistants and/or students workers in the department at the request of the Department Head.

IX. JOB SPECIFICATIONS

Requires an M.L.S. degree and/or appropriate, relevant education or work experience.

X. SPECIAL CONDITIONS

This is a limited-term position. The normal work schedule will entail up to twenty-five (25) hours per week. The specific work schedule will vary depending on the needs of the department. Some evening and weekend hours may be required. Workdays and schedule may vary occasionally to accomplish specific projects.

XI. PREFERRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Knowledge of the principles and practices of information literacy, user instruction, and reference services.
- B. Experience in instruction or training as an instructor or trainer.
- C. Experience using current technology to deliver or enhance teaching, learning, and/or user services.
- D. Experience with providing direct user assistance in a customer-focused environment.
- E. Familiarity with issues involved in developing, delivering, and assessing user instruction.
- F. Ability to work independently and as a part of a team in a collegial environment.
- G. Ability to supervise the work of others.
- H. Good oral and written communication skills.
- I. Good interpersonal skills and demonstrated commitment to public service.
- J. Forward-thinking self-starter who is able to cope with change in the work environment.
- K. Ability to assume responsibility and accomplish goals with little or no supervision.
- L. Ability to work effectively with a highly diverse group of faculty, staff, students, coworkers and the general public in a courteous and professional manner.
- M. Must have good problem-solving skills and exercise sound judgment in dealing with a variety of issues.

XII. WORKING CONDITIONS

Technologically oriented academic research library where the RIS team is part of the forward face of the organization. Position has an extensive public service component requiring regular interaction with the general public in person, by telephone, and/or electronically. Position requires some standing, walking, and reaching to access material to be used in responding to user inquiries.