

I. DEPARTMENT: Research and Instructional Services

II. POSITION: Government Publications Assistant

III. CLASSIFICATION: Library Assistant II

IV. NAME OF INCUMBENT: Vacant

V. POSITION NO.: 2774

VI. JOB PURPOSE:

One of several members of the team of faculty and staff in the Research and Instructional Services (RIS) Department responsible for providing direct user assistance to those using the collections and services of the University Libraries. The person in this position provides general guidance and assistance in person, by telephone, and/or online. S/he assists library users in finding, using, evaluating, and interpreting information in a variety of formats. As a member of the core team that supports and manages the Libraries' Government Publications collection this individual participates in tasks/special projects related to the care and maintenance of the Government Publications Collections. He/she is also cross-trained to be able to assist with tasks and/or projects in the other functional areas of the department: Instructional Services and the Learning Commons.

VII. DUTIES AND RESPONSIBILITIES

- A. Performs maintenance, record keeping, and public service functions for the Libraries' tangible and electronic collections of government publications working within the rules, regulations, and guidelines for federal depository libraries as established by the Government Publishing Office (GPO).
 - a. Assists with general database maintenance including additions and deletions of federal document bibliographic records in the Libraries' Integrated Library System (ILS).
 - b. Uses various online systems such as OCLC and Sierra, to maintain, update, and correct records for government publications represented in the Libraries' ILS.
 - c. Updates location and volume data and other pertinent information on records in the ILS, as needed.
 - d. Works with personnel in other department such as Cataloging and Library Information Systems as needed to address problems with records in the ILS.
 - e. Assists with organizing and maintaining the physical collection, including shelving, shifting, labeling, barcoding, and boxing documents for transfer to remote storage.
 - f. Assists with opening, unpacking, sorting, and distributing daily mail and deliveries of federal and Tennessee depository shipments and withdrawals, as needed.
 - g. Participates in retrospective conversion and retrospective barcoding of the Government Publications Collection.

- h. Utilizes *WebTech Notes* or other appropriate resource for analyzing and solving technical problems, checking discrepancies and making necessary changes to documents and to item and bibliographic records in the ILS.
 - i. Assists with inventory and processing of materials coming into/or leaving the collections (withdrawals, transfers, new volumes) and other duties as needed.
- B. Provides direct user assistance at the Research and Information Services (RIS) desk as scheduled
 - a. Participates in staffing the RIS Service Desk as scheduled including evenings and some weekends.
 - b. Assists library users with searching print and online resources, including the online catalog, micro-formats, and electronic resources.
 - c. Conducts reference interviews in person, on the telephone, and through available online means to accurately assess user needs.
 - d. Devises search strategies to enable users to find needed information.
 - e. Assists library users with locating books, periodicals, microform, and other materials in the collections.
 - f. Instructs library users in the use of printers/scanners, microform readers, copy machines, or other devices in use in the library.
 - g. Refers library users to other library departments or other information resources as appropriate to meet information needs (e.g. Circulation, InterLibrary Loan, WorldCat).
 - h. Maintains high level of awareness of new information resources including databases and Web resources.
 - i. Assists library users in learning about library resources and services for independent use and research by providing informal instruction in the use of such resources.
 - j. Interprets and assures the implementation of official University Libraries policies with an awareness of current issues relating to RIS Desk policies and procedures.
 - k. Serves as a resource person for other RIS Team members on matters related to the Government Publications Collection.
- C. Participates in fulfilling the full range of duties and responsibilities that contribute to the continuity and success of the RIS Department.
 - a. Receives cross training in key tasks not only related to Government Publications but in all functional areas of the department in order to be able to fill in for other staff during absences or other times, as needed.
 - b. Assists with the creation of displays, reading lists, and other tools which promote University Libraries' programs, services, and resources.
 - c. Maintains statistical reports related to Government Publications, Research and Instructional Services, and other collections or services as needed.
 - d. Participates in department-wide projects and activities, as needed.

- D. Maintains proficiency in areas of expertise and responsibility.
 - a. Participates in training and workshops offered by GPO or other agencies focusing on the specific work and workflows related to the Government Publications collection and its use to support research and teaching.
 - b. Monitors professional Listservs for information relative to both the federal and state depository programs.
 - c. Participates in individual and group meetings related to the work of the Research and Instructional Services Department and/or the University Libraries.
 - d. Participates in appropriate training sessions offered for University Libraries faculty and staff.
 - e. Participates in appropriate training sessions offered by the University's Information Technology Services (ITS), Human Resources, or other groups on campus.
 - f. Participates in appropriate professional development activities and organizations.
- E. Performs other duties as assigned.
 - a. Serves on Libraries' committees and task forces as appropriate.
 - b. Assists with maintaining equipment needed to view, print, or make use of the resources housed in the department.
 - c. Takes appropriate steps to initiate service for equipment.
 - d. Undertake special assignments or projects assigned by the immediate supervisor or the Dean of University Libraries.

VIII. DIRECTION RECEIVED

Reports to the Government Publications Librarian and/or the Department Head for Research and Instructional Services.

IX. DIRECTION GIVEN

May supervise student assistants assigned to the department especially during evening and weekend hours. May supervise staff on some projects. Assists with training of other staff and students, as needed.

X. JOB SPECIFICATIONS

Requires a bachelor's degree and at least one year 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 position requiring a 37.5-hour work week. The primary work schedule for this position is Monday through Friday, 8:30 AM – 5:00 PM; however, during the academic term when classes are in session, the normal schedule includes one evening a week,

some late Friday hours, and some weekends on a rotating basis as a part of the schedule established for staffing the public service desk.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Experience assisting users in a customer-service environment and commitment to providing high quality customer service, preferably in an academic library.
- B. Familiarity with a variety of print and electronic reference tools, including web-based resources.
- C. Experience using computers and appropriate software such as database/word processing/spreadsheet/web authoring software in a work setting.
- D. Ability to communicate effectively both orally and in writing.
- E. Strong interpersonal skills that will support establishing and maintaining productive working relationships with a diverse group of faculty, staff, coworkers, and external partners and to interact with them in a courteous and professional manner
- F. Good attention to details and ability to recognize and correct errors in the work.
- G. Knowledge of general library procedures and policies.
- H. Skill in understanding, interpreting, and accurately following directions whether given verbally or in writing.
- I. Good judgment, good decision making, 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.

XIII. WORKING CONDITIONS

Technologically-oriented academic research library where the Research and Instructional Services Department provides one of the first points of contact between the library and library users. This position has an extensive public service component requiring regular interaction with the general public. Position requires some standing, walking, climbing on step ladders, and reaching. Incumbent must be able to bend, stoop, and lift up to 20 pounds. Responsibilities may require that the incumbent push and/or pull wheeled book trucks full of books and weighing up to 300 lbs.