

I. DEPARTMENT: Collection Management

II. POSITION: Collection Management Assistant

III. CLASSIFICATION: Library Assistant II

IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 1714

VI. JOB PURPOSE:

One of several members of the Collection Management Department, this position is cross-trained to support all the functions of the Department and works with all formats included in the University Libraries' collections. The key responsibilities of this position support the Libraries' Serials and Microforms program and include the ordering of library materials and/or the processing of gift collections. The incumbent also assists in the Interlibrary Loan/Document Delivery (ILL/DD) Office and with other functions of the Collection Management Department. He/she also participates in providing user assistance at the Research and Information Services (RIS) Desk on a scheduled basis.

VII. DUTIES AND RESPONSIBILITIES

- A. Assumes duties that support the management of the Libraries' Periodicals and Microforms collections.
  - 1. Receives and/or checks-in materials including periodicals, microfilms, firm orders, and standing orders using appropriate Integrated Library System (Sierra) functions.
  - 2. Identifies check-in problems including frequency changes, title changes, missed issues, changes in volume and numbering.
  - 3. Assists with maintenance of Sierra serials records including problem solving of check-in and bibliographic entries, frequency changes, changes in numbers, and maintaining summary holdings statements.
  - 4. Initiates claims for issues not received for Main Library, Departments, and branches using appropriate system (usually Sierra or EBSCONET).
  - 5. Conducts bibliographic searches and verification of records in OCLC or other serials bibliographic tools and export into Sierra online catalog.
  - 6. Supervises work of students, volunteers, or other staff assigned to support the Periodicals and Microforms program.
- B. Assists with general functions of the Collection Management Department as needed
  - 1. Conducts initial searches in various bibliographic databases to verify and/or complete data on purchase requests and to eliminate duplication.
  - 2. Assists with the order process by identifying an appropriate vendor and creating purchase orders for complex materials.

3. Compiles and reports appropriate statistics on various categories of work performed.
  4. Assists with opening, unpacking, and sorting daily incoming mail, packages, boxes, and shipments.
  5. Participates in maintaining the order, accuracy, and correct labeling of the shelves for current periodicals and newspapers
- C. Provides assistance for the lending functions of the Interlibrary Loan/Document Delivery (ILL/DD) unit as needed.
1. Processes new lending requests received through multiple sources and systems used by the Libraries (email, RapidILL, OCLC).
  2. Retrieves physical materials and processes electronic materials for delivery.
  3. Assists with updating records in various systems, checking out materials, packing returnables for shipment, and scanning non-returnables for electronic delivery.
  4. Reports problems to the ILL/DD team, the ILL Librarian, or other supervisor or library staff member as appropriate.
  5. Provides feedback on efficiency and accuracy in the lending processes.
  6. Handles miscellaneous lending duties and processes when needed.
- D. Provides assistance for the borrowing and document delivery functions of the ILL/DD Office as needed.
1. Assists with packing and unpacking materials borrowed from other libraries.
  2. Processes and delivers articles received electronically through ILLiad, Odyssey, or other systems used by the Libraries.
  3. Checks-in and otherwise processes physical materials borrowed from other libraries to prepare them for patron use.
  4. Assists with new requests by locating bibliographic records and producing requests to send to the potential suppliers.
  5. Identifies requests for materials held locally to be processed for on/off campus Document Delivery.
- E. Research and Information Services Desk Responsibilities
1. Fulfills his/her scheduled shifts at the RIS desk, reporting on time and taking the initiative to resolve scheduling conflicts in a timely manner.
  2. Conducts reference interviews in person, on the telephone, or using other available technology to determine and best serve the information needs of library users.
  3. 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.

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4. Assists library users with locating and utilizing library materials regardless of format. This includes but is not limited to periodicals, newspapers, microforms, government publications, and videos.
5. Instructs library users in the use of microform printers/scanners, microform readers, computers, copy machines, and other library equipment.
6. Makes appropriate referrals to other individuals or departments when the complexity and/or subject matter of users' requests are beyond his/her level of expertise.
7. Maintains appropriate statistics or use data for the services and/or resources provided through the RIS Desk.
8. Participates in RIS team meetings, training, and development sessions designed to develop and improve skills of the RIS Desk team.

F. Performs other duties as assigned.

1. Serves on library or university committees or task forces as assigned.
2. Undertakes other duties or projects as assigned by supervisor(s).
3. Participates in training and professional development opportunities that will enhance his/her job skills and expertise

VIII. DIRECTION RECEIVED

Reports to Head of Collection Management or his/her designee.

IX. DIRECTION GIVEN

May supervise student assistants. May supervise and/or train other staff.

X. JOB SPECIFICATIONS

Requires a Bachelor's degree and at least one year 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 workweek. This position is scheduled to work one night a week and rotate every fifth Friday night and every fifth weekend during the academic term when the library maintains a full schedule.

During breaks, interim, summer, and holiday periods, the library's schedule is shortened and the work schedule of the incumbent will be modified to fit into the modified schedule. The modified schedule will require that the incumbent work different hours including from 8:00 a.m. to 4:30 p.m. at times.

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

1. Comfort and dexterity with using computers and computerized information systems in a work environment. Proficiency in Microsoft Word and Excel.
2. Ability to enter, query, and manipulate data in a computer database in order to serve library users.
3. Ability to complete detailed work in a timely manner with a high degree of accuracy.
4. Ability to solve problems and to implement solutions in a timely and professional manner.
5. Knowledge of library goals and objectives, policies and procedures as they apply to the Collection Management Department.
6. Ability to evaluate situations and make appropriate, mature decisions.
7. Ability to communicate effectively in oral and written forms.
8. Knowledge of good customer service practices and ability to apply them in his/her work.
9. Ability to supervise the work of others.
10. Ability to work effectively with a diverse group of library staff and users in a courteous and professional manner.
11. Ability to work on multiple tasks and to meet established deadlines.
12. Willingness to learn and subsequently implement new tasks and skills.
13. Ability to establish and maintain an effective working relationship with the students, the public, supervisors, and other employees.
14. Ability to maintain a positive attitude while coping with organizational change.
15. Ability to effectively and appropriately switch between the roles of leader and follower in an environment that requires strong teamwork.
16. Ability to recognize the limits of the authority of this position and to know when matters should be referred to a higher authority.

## WORKING CONDITIONS

Technologically oriented academic research library where the Collection Management Department assumes responsibility for acquiring the resources needed by library users. . Position has a significant public service component requiring frequent interaction with the public in person, by telephone, and/or electronically. Position requires some standing, walking, and reaching in order to assist library users. Position may require travel to other locations to assess and plan for needs of users of branch libraries or remote sites. As a member of the RIS Team, this person is expected to participate in the regular desk schedule rotation and will be required to work some evening and weekend hours as scheduled.

Description last updated: December 2015

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