

Library Assistant II, University Libraries #1913

Research and Instructional Services Department

General position description:

Works in one of the departments of the University Libraries to provide direct user assistance and point of use instruction. Assigned to the Research and Instructional Services Department, this position includes scheduled duties at the public service desk in addition to providing support and assistance with the technical processing and maintenance of appropriate collections and resources. Represents and delivers these materials or content to library users through research assistance, discovering or identifying, locating, and delivering by way of direct inquiry, staffing public service points, or through various electronic media including social media, online chat, email, phone, or personal contact. This position requires evening and weekend work schedules when classes are in session and otherwise as needed.

In order to fulfill the mission and purpose of the University of Memphis, the specific tasks and responsibilities of all positions may be modified as the needs of the University Libraries change, and technology evolves.

Educational requirements:

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.

Special conditions: Research and Instructional Services Department

Applicable to #1913

- Participates in staffing the Research Assistance Desk as scheduled including evenings and weekends for approximately 20 hours per week.
- Assists library users with searching print and online resources, including the online catalog, micro-formats, and electronic resources.
- Instructs library users in the use of printers/scanners, microform readers, copy machines, or other devices in use in the library.
- Conducts reference interviews in person, on the telephone, and through available online means to accurately assess user needs.
- Devises search strategies to enable users to find needed information.
- Assists library users with locating books, periodicals, microform, and other materials in the collections.

- 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.
- Refers library users to other library departments or other information resources as appropriate to meet information needs (e.g., Circulation, Interlibrary Loan, Government Publications, World Cat).
- Interprets and assures the implementation of official University Libraries policies with an awareness of current issues relating to RIS Desk policies and procedures.
- May supervise student employees, volunteers, or interns. Trains and supervises other staff as directed by the unit supervisor or designee.
- Performs other duties as assigned.
 - Serves on Libraries' committees and task forces as appropriate or as assigned.
 - Reports to Head, Research and Instructional Services
 - Assumes other duties as assigned by her/his immediate supervisor and/or the Executive Director & Associate Dean of University Libraries.
 - Participates in department-wide projects, activities, including collection maintenance
 - Attends appropriate meetings, and other professional development opportunities including training sessions offered by the University's Information Technology Service, the Center for Teaching and Learning (CTL), or Human Resources.
- This is a full-time, permanent position requiring a 37.5-hour work week.
 - The primary work schedule for this position is Sunday through Thursday 12:45 PM to 9:15 PM.
 - During academic breaks and interim periods when the University Libraries maintains a shorter schedule, the work day and week schedule for this position will be modified.
 - The work schedule during the exam period extended hours is 4:30 PM – 1:00 AM, Sunday through Thursday.
- Preferred qualifications:
 - Previous library work experience including work with OCLC, an integrated library system (ILS), and library classification schemes.
 - Knowledge of general library procedures and policies.
 - Experience retrieving relevant information using multiple functions of an ILS in a customer service environment.
- Position has an extensive public service component requiring regular interaction with the general public on a scheduled and as-needed basis.
- 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.

Revised September 17, 2019/JE