

I. DEPARTMENT: University Libraries Special Collections

II. POSITION: Senior Archival Assistant  
[Internal Title]

III. CLASSIFICATION: Library Assistant III

IV. NAME OF INCUMBENT: Vacant V. POSITION NO.: 001667

VI. JOB PURPOSE:

One member of the team of faculty and staff who provide technical processing, preservation, and public service support for the various collections housed in the Special Collections Department. Provides direct assistance to library users in person, via telephone, or electronically. He/she is responsible for assigned administrative duties and the management of the department in the absence of the Department Head. At the direction of the Department Head, may supervise the work of graduate assistants, student workers, and other non-faculty staff members in the department.

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.

VII. DUTIES AND RESPONSIBILITIES

- A. Provides direct user assistance on a scheduled basis or as needed at the departmental service desk.
  - a. Assists library users in identifying, locating, and using departmental resources including books, maps, online catalog, manuscript collections, photographs, film footage, finding aids, etc.
  - b. Provides formal and informal instruction in the use of departmental resources for individuals and groups.
  - c. Answers reference questions for users in person, on the telephone, or online.
  - d. Interprets and assures the implementation of official library policies.
- B. Performs general collection management functions that maintain the physical order and condition of resources in the department and the library.
  - a. Assists with maintaining appropriate records and all essential materials.
  - b. Assists with shifting of collections in Special Collections or other areas of the library materials in and between the McWherter Library collections and remote storage in the Brister Building.

- c. Monitors the physical conditions of the stack areas and the reading room to ensure that conditions are appropriate for collections and library users. Reports problems as appropriate.
  - d. Checks order of materials in the collection on a regular basis to insure items are arranged in correct order. Make shelving/filing corrections as necessary.
  - e. Identifies damaged items in the collection so appropriate repairs can be made.
- C. Assumes assigned administrative duties necessary for the smooth running of the department.
  - a. Assumes responsibility for the department in the absence of the Department Head.
  - b. Trains and supervises other staff as needed.
  - c. Serves as student worker supervisor for the department. Interviews, hires, trains, schedules, makes task assignments for and supervises student assistants and scholarship students.
  - d. Analyzes patron information needs; chooses and recommends department resources that best match educational and research needs; searches and retrieves materials of diverse formats; prepares and arranges for materials such as photographs and maps to be reproduced.
  - b. Collects and submits appropriate statistics including annual holdings report for the department.
  - c. Receives and processes acquisitions, including gifts; verifies ordering information, checks for duplicates; completes gift cards; maintains records of gifts; barcodes and links materials; sends error reports to Technical Services department; compiles list of materials received during fiscal year; handles transfers and withdrawals.
  - d. Files and handles correspondence; maintains annual department calendar.
  - e. Inventories non-weekly supplies; processes supply orders and verifies upon receipt.
  - f. Monitors physical and environmental conditions throughout the department and reports unsatisfactory conditions and/or maintenance needs to the Senior Facilities Coordinator.
  - g. Coordinates the commercial bindery function and relationship for the main library and the branches.
  - h. Pulls, organizes, prepares, and processes library materials being sent to the commercial bindery from the collections of the main library.
  - i. Receives, checks, and processes library materials returned from the commercial bindery.
  - j. Maintains appropriate files and records related to bindery shipments, invoices, specifications, and schedules.
- D. Maintains proficiency in areas of expertise and responsibility.
  - a. Participates in appropriate training sessions offered for University Libraries' faculty and staff.
  - b. Participates in appropriate training sessions offered on campus or through Human Resources.

- c. Participates in appropriate professional development activities and/or organizations.

- E. Performs other duties as assigned.
  - a. Assumes others' duties as needed to maintain the work of the department.
  - b. Serves on library committees and task forces as appropriate.
  - c. Undertakes special assignments or projects assigned by the immediate supervisor or the Dean/Executive Director (or assigns) of University Libraries.

#### VII. DIRECTION RECEIVED

Reports to Department Head for Special Collections.

#### VIII. DIRECTION GIVEN

Supervises student workers and other staff as assigned or as needed.

#### IX. JOB SPECIFICATIONS

Requires a bachelor's degree and two years of relevant experience or an equivalent or an appropriate combination of education and experience.

#### X. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5-hour workweek. The work schedule for this position is 8:00 a.m. to 4:30 p.m., Monday – Friday.

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

- A. Experience and comfort with using technology in a work setting and the ability to learn the protocols for utilizing multiple software packages for managing and manipulating data.
- B. Previous library work experience in a position with comparable duties and responsibilities appropriate to the rank.
- C. Knowledge of library policies and procedures and the ability to apply them to the work of the Special Collections Department and other Libraries' departments.
- D. Excellent oral and written communication skills.
- E. Excellent attention to detail and ability to maintain a high level of accuracy in his/her work.
- F. Good customer service skills and ability to assist library users with their information needs whether they arrive in person, on the telephone, or electronically.
- G. Must be able to exercise sound judgment and good decision-making skills.
- H. Strong organizational skills and the ability to work on multiple tasks simultaneously while meeting established timelines for completing tasks.

- I. 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.
- J. Must be able to work independently as well as part of a team while meeting deadlines, completing work on established schedules, and asking for assistance, if needed, to prevent delays in accomplishing tasks.
- K. Ability and willingness to learn new skills and functions as the operations and needs of the library evolve.
- L. Ability to supervise the work of others including providing appropriate training and assessing work performance.
- M. Ability to maintain a positive attitude while coping with organizational change.
- N. Ability to recognize the limitations of the authority of this position and to make appropriate referrals to a higher authority.

## XII. 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. Position may require the individual to climb on stepladders and reach overhead. Responsibilities may require that the incumbent push and/or pull wheeled, loaded book trucks weighing up to 300 lbs.

Description last updated: February 2020