

University of Memphis
University Libraries - Position Description

I. DEPARTMENT: University Libraries, Technical Services

II. POSITION: Electronic Resources Assistant

III. CLASSIFICATION: Library Assistant II

IV. NAME OF INCUMBENT: Vacant V. POSITION No.: 1657

VI. JOB PURPOSE:

This position is one member of the team of faculty and staff in the Technical Services Department. The principle work of this position is to provide technical support for the accurate representation of accounts for, and contents of, the University Libraries' contracted and licensed electronic resources including periodicals, serials, and databases. This position's responsibilities include processing and maintenance of appropriate records, collections, and resources.

The person in this position is cross-trained to assist in all of the functional areas of the department including the Resource Delivery/Interlibrary Loan/ (RD/ILL) Office, Electronic Resources, Collection Development, and Acquisitions. The key responsibilities of this position support the Libraries' Electronic Resources availability and function.

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. Assumes duties in support of the functions that maintain and manage the Libraries' Electronic Resources collections.

- a. Assists with monitoring and maintaining active links between the libraries' online catalog and vendor product to ensure access to electronic resources to which the University Libraries' subscribe,
- b. Assists with identifying and maintaining an accurate and up-to-date record of administrative and management data, such as administrative logins, related to licensed electronic resources
- c. Assists with promoting and providing instruction on electronic resources
- d. Assists with inputting local holdings data into electronic resources and directories to facilitate user access to library resources.
- e. Assists with the collection of database and electronic journal usage data on a predetermined schedule.
- f. Assists with troubleshooting electronic resource-related issues
- g. Assists with the creation and maintenance of resources records and various electronic resource access points

- B. Participates in Department wide responsibilities, projects, and activities.
 - a. Maintains knowledge of library policies, procedures, and relevant technology skills through participation in meetings, training, and documentation writing.
 - b. Assists with work in other functional areas of the department, as needed.
 - c. Serves as liaison for Technical Services with other departments or branch libraries, as needed.
 - d. Assists in training of new employees.
 - e. Participates in individual and group meetings related to the work of the Department and/or the University Libraries.
 - f. Compiles and submits statistical data or other reports, on established schedule or as requested, on all work performed, using departmental forms or submission mechanisms.

VIII. DIRECTION RECEIVED

Reports to the Electronic Resources Librarian or his/her designee.

IX. DIRECTION GIVEN

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

X. JOB SPECIFICATIONS

Requires a Bachelor's degree and at least one year of appropriate work experience. An appropriate combination of education and experience would fulfill this requirement.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5-hour workweek. The primary schedule for this position is 8:00 am to 4:30 pm, Monday through Friday.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

1. Comfort and facility using computers in an office setting and process and digital information systems in a work environment.
2. Interest in teaching diverse external and internal users about electronic resources.
3. Interest in promoting the use of electronic resources to diverse constituencies.
4. Ability to enter, query, and manipulate data in a computer database.

5. Ability to complete detailed work in a timely manner with a high degree of accuracy and independence.
6. Ability to solve problems and to implement solutions in a timely and professional manner.
7. Knowledge of library goals and objectives, policies and procedures as they apply to the Technical Services Department.
8. Ability to evaluate situations and make appropriate, mature decisions.
9. Ability to communicate effectively in oral and written forms.
10. Ability to modify communication style depending on the intended audience.
11. Knowledge of good customer service practices and ability to apply them in his/her work.
12. Ability to supervise the work of others.
13. Ability to work effectively with a diverse group of library staff and users in a courteous and professional manner.
14. Ability to work on multiple tasks simultaneously and to meet established deadlines.
15. Willingness to learn and subsequently implement new tasks and skills.
16. Ability to establish and maintain an effective working relationship with the students, the public, supervisors, and other employees.
17. Ability to maintain a positive attitude while coping with organizational change.
18. Ability to effectively and appropriately switch between the roles of leader and follower in an environment that requires strong teamwork.
19. 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 Technical Services Department assumes responsibility for acquiring the resources, in all formats, needed by library users, as well as ensuring the discovery and access of said resources. This position has a significant public service component requiring frequent interaction with the public in person, by telephone, and/or electronically. The position requires some standing, walking, bending, and reaching. The individual in this position might be required to climb on ladders and reach overhead in order to assist library users or to process materials for the collections. The individual might be required to push and/or pull wheeled book trucks that might weigh up to 300 pounds when full. The individual must be able to lift heavy library resources that may weight up to 30 pounds. The position may require travel to other locations to assess and plan for needs of users of branch libraries or remote sites.