

I. DEPARTMENT: University Libraries - Music Library

II. POSITION: Music Library Assistant

III. CLASSIFICATION: Library Assistant III

IV. NAME OF INCUMBENT: Vacant

V. POSITION NO.: 3393

VI. JOB PURPOSE:

One member of a team of library personnel who provide library services to the students and faculty of the School of Music, the University community, and the larger Memphis region. Incumbent provides direct user assistance in reference and circulation, assists with collection management, serves as the DSP (Departmental Support Person) for computers and peripherals, and assists in supervising student assistants. He/she is responsible for assigned administrative duties and daily operations, working within established goals and priorities. He/she works with diverse resources, technology, and clientele in a service environment requiring independent decision making, mature judgment, and responsible action.

VII. DUTIES AND RESPONSIBILITIES

A. Provides direct user assistance in reference and instruction for library users.

1. Answers reference questions for users in person, on the telephone, or via e-mail.
2. Assists and instructs library users in using the online catalog, and other electronic databases to identify and locate library resources to meet their needs.
3. Assists and instructs library users with using and understanding basic print sources such as encyclopedias, indexes, bibliographies, thematic catalogs, and abstracts.
4. Devises appropriate search strategies to enable users to find needed information.
5. Assists and instructs library users in using bibliographic citation management software, such as RefWorks, or the various print resources, such as Chicago Manual of Style, as they prepare papers and dissertations.
6. Compares musical scores to recordings and identifies musical works by using thematic catalogs.
7. Compares differing editions of musical works to select best resources for users' needs.
8. Provides individualized instruction as needed and leads group instructional tours.
9. Interprets and assures the implementation of official library policies.
10. Assists library users with using computers, scanners, copiers, and other equipment.
11. Makes appropriate referrals when the complexity or subject matter of users' requests is beyond his/her level of expertise.

- B. Provides user assistance at the Circulation Desk.
  - 1. Uses the integrated library system (ILS) to check items in and out and to search patron records or billing information.
  - 2. Registers new library users and/or updates existing records by adding appropriate data in the online data base.
  - 3. Places items on Reserve in the ILS. Assists faculty in selecting and locating appropriate resources for course reserves.
  - 4. Places items on Hold or issues Recalls as needed. Conducts appropriate follow up with library users for these functions.
  - 5. Issues Special User Borrower's Cards when appropriate.
- C. Performs a variety of collection management, collection maintenance, and/or cataloging functions in support of the collections of the Music Library.
  - 1. Assists in selecting new resources for the library as assigned within his/her area of expertise.
  - 2. Coordinates with the Acquisitions Unit in preparing orders for new scores for the Music Library.
    - a. Searches publisher catalogs and Web sites to locate order information.
    - b. Searches cataloging sites to locate and select preliminary cataloging information for an item.
    - c. Prepares order forms.
  - 3. Coordinates with the Collection Management Department in processing gifts to the Music Library, including creating donor records and brief bibliographic records in the ILS.
  - 4. Shares responsibility with other Music Library personnel for processing newly received books, scores, and recordings, adding various in-house labels and notations and making appropriate revisions in the online catalog.
  - 5. Checks in newly received periodicals using Excel and makes appropriate additions to online catalog records.
  - 6. Evaluates recordings, books, and scores for repair and makes appropriate repairs or prepares for shipment to the bindery...
  - 7. Modifies item records in the online catalog using appropriate cataloging rules and standards.
  - 8. Coordinates the shifting of recordings, books, and scores as needed to accommodate growth and expansion of the collections.
  - 9. Ensures the appropriate order of materials in the collection by periodically reading the shelves and making adjustments as needed.
- D. Participates in digitization projects.
  - 1. Scans School of Music printed recital programs (1954-present) and manipulates images according to guidelines for size and clarity.
  - 2. Loads files of scanned programs into online digital repository and populates data fields to facilitate user searching.
  - 3. Receives and stores sound files from School of Music recitals.

- E. Serves as Departmental Support Person (DSP) for the branch libraries.
  - 1. Provides ongoing technical support for computers and peripherals used by faculty and staff in the branches.
  - 2. Analyzes and solves technical problems for faculty and staff in the branches.
  - 3. Acts as liaison to the Libraries' Information Systems Department as needed to solve technical problems requiring skills or knowledge beyond his/her expertise.
  - 4. Participates in meetings and training for library DSPs and other technical support personnel across the campus.
- F. Participates in accomplishing necessary administrative/office functions of the Branch Libraries Department.
  - 1. Maintains circulation and reference statistics.
  - 2. Compiles and submits periodic statistical reports as needed.
  - 3. Orders supplies and manages supply inventory for branch.
- G. Performs other duties as assigned.
  - 1. Serves on University Libraries' and University committees and task forces.
  - 2. Participates in library-wide projects as needed.
  - 3. Assumes other duties assigned by supervisor or the Dean of University Libraries.

VIII. DIRECTION RECEIVED  
Reports to Head of Music Library

- VIII. DIRECTION GIVEN
- 1. Assists with supervising and training student assistants.
  - 2. May assist with staff training.

- X. JOB SPECIFICATIONS
- Requires a bachelor's degree and at least two years of relevant experience. An appropriate combination of education and experience might substitute for the required degree. Some formal music education is preferred.

- 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 8:00 a.m. to 4:30 p.m. Monday – Friday, with a schedule variation that might include one or two 11:30 a.m. to 8:00 p.m. shifts per week when classes are in session. A 10:00 a.m. to 2:00 p.m. Saturday shift may be required on a rotating basis when classes are in session. During breaks, interim, summer, and holiday periods, the library's schedule is shortened and the work schedule is typically 8:00 a.m. to 4:30 p.m. Monday through Friday.

- XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS
- A. Ability to read music well enough to determine whether a score in hand matches a work being played on a recording.
  - B. Familiarity with musical terminology and concepts, e.g. sufficient to understand what type of score an individual needs.

- C. Experience using computers and database/word processing/spreadsheet software preferably in a customer service work setting.
- D. Ability to understand, interpret, and implement library policies and procedures.
- E. Experience using an automated library catalog or similar database.
- F. Excellent verbal and written communication skills to deal effectively with faculty, students, staff and the general public.
- G. Excellent organizational and time management skills.
- H. Ability to effectively supervise the work of others.
- I. Good interpersonal skills that will support courteous and professional interactions with library users and coworkers from diverse backgrounds.
- J. Ability to work on multiple tasks simultaneously and to bring detailed work to a successful conclusion.
- K. Ability to work independently, as well as being part of a team, and to accept responsibility for work to be done.
- L. Sound judgment, excellent problem solving skills, and good decision making skills.
- M. Ability to maintain a positive attitude while coping with organizational change.
- N. Understanding of research processes and needs and knowledge of a range of information resources.
- O. Ability to recognize the limits of the authority of this position and know when to refer matters to a higher authority.

### XIII. 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 in person, via telephone, and electronically. 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.

Description last updated: July 23, 2012

Revised by AN April 15, 2014

Finalized –SF 2 June 2014