University of Memphis

Cecil C. Humphreys School of Law Library Position Descriptions

I. DEPARTMENT: Law Library Public Services

II. POSITION: Library Assistant III

III. CURRENT CLASSIFICATION: Library Assistant III

IV. NAME OF INCUMBENT:

V. SUPERVISOR: Head of Access Services, Howard Bailey

VI. JOB PURPOSE: The primary function of this position is to provide circulation and information/reference services to faculty, students, attorneys, the public and other Law Library patrons. This position also manages and maintains the Law Library’s print newspaper collection and performs other circulation and collection related services.

VII. DUTIES AND RESPONSIBILITIES

A. Information/Reference Services. Daily, and at times alone, provides information/reference services to law faculty, staff, students, attorneys, members of the public, and other Law Library patrons. These services consist of, but are not limited to:

a. Analyzing patron information needs and assisting patrons with research and reference;
b. Choosing and recommending library resources, both print and electronic, that best match educational and research needs;
c. Teaching patrons to search the on-line catalog, traditional print resources, electronic databases, and the Internet;
d. Making appropriate referrals when patrons need specialized assistance;
e. Anticipating and answering questions from many types of library users about the facility and about the location of materials and services;
f. Answering questions about policies and procedures and interpreting and enforcing policies and procedures as needed;
g. Assisting the head of the Public Services Department in developing and drafting policies and procedures; and
h. Providing operating instructions and troubleshooting for public access computers, photocopiers/scanners and microform digital equipment.

B. Circulation Services. Daily, and at times alone, provides circulation services to law faculty, staff, students, attorneys, members of the public, and other Law Library patrons. These services consist of, but are not limited to, charging and discharging materials through use of the circulation module of the Law Library’s automated, integrated library system; updating patron records; and resolving collection circulation issues.

C. Collection and System Management Services. This position performs services to maintain the integrity of records used internally and by the public including:

a. Troubleshooting and coordinating corrections to patron records;
b. Processing patron holds and recalls;
c. Managing inventory of information resources by leading and coordinating shelf-reading projects; and
d. Managing alternative format resources; e.g., CD-ROMs.

D. Manager, Newspaper Collection. Manages and maintains the Law Library’s newspaper collection, including regularly updating current collection, determining issues to archive, determining issues to withdraw, and working with Technical Services staff regarding holdings.


F. Website. Creates and monitors content for Law Library website, including creating online publications and preparing and checking links in LibGuides.

G. Other.

a. Maintains proficiency in areas of expertise and responsibility related to position duties;
b. Maintains awareness of current and new print or electronic resources available to assist Law Library users;
c. Participates in appropriate professional development activities and organizations;
d. Assists with ensuring patron access to and monitoring usage of electronic resources;
e. Assists Technical Services as needed with linking and updating item records in the library system; and
f. Assists with workload of other Law Library staff, as needed.

VIII. DIRECTION RECEIVED

Head of Access Services

Law Library Position Description
Library Assistant III
Page 2 of 4
IX. DIRECTION GIVEN

May supervise student assistants.

X. INTERNALCONTACTS

Coordinates with Law Library Public Services Department staff and Law Library Technical Services staff. Works with Law faculty, staff and students.

XI. EXTERNALCONTACTS

Assists attorneys, members of the public and others researching in the Law Library.

XII. JOB SPECIFICATIONS

Requires a Bachelor’s degree and two years of experience in library public services functions.

XIII. SCHEDULE

This is a full-time permanent position requiring a 37.5 hour work week.

XIV. REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND CHARACTERISTICS

A. Knowledge of library practices and procedures.
B. Experience and comfort with using computers in a work setting.
C. Good customer service skills and ability to work effectively with a diverse and demanding clientele.
D. Ability to establish and maintain productive working relationships with a variety of faculty and staff colleagues within the Law School community.
E. Sound judgment and good decision-making skills.
F. Excellent verbal and written communication skills and interpersonal skills to work effectively with faculty, staff, students, attorneys, the public, and others.
G. Requires knowledge and understanding of and experience with Innovative Interfaces Integrated Library System Circulation module, or a comparable system.
H. Must be able to work independently as well as part of a team.
I. Excellent attention to detail and ability to maintain a high level of accuracy in his/her work.
J. Flexibility in a changing environment.

XV. WORKING CONDITIONS/PHYSICAL DEMANDS/SPECIAL CONDITIONS

Technology oriented academic research law library with some similarity to an office environment. While performing the duties of this job, the employee is regularly required to sit; use hands to handle or feel; and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand; reach with hands and arms; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.