

University of Miami  
Otto G. Richter Library  
Staff Position Description

**POSITION #:** P00008339  
**UM CLASSIFICATION:** Senior Library Assistant  
**POSITION TITLE:** Electronic Resources Senior Library Assistant  
**DIVISION:** Collection Strategies & Scholarly Communication  
**DEPARTMENT/UNIT:** Acquisitions  
**CREATED/REVISED:** 08/16/2017  
**EMPLOYEE:**  
**FLSA STATUS:** Non-exempt

### **PURPOSE & SCOPE**

The Electronic Resources Senior Library Assistant is responsible for library work of a complex nature requiring independent judgment based on knowledge of library policies and procedures. The Senior Library Assistant is responsible for the management of electronic resources, including maintenance of Alma's Knowledge Base of electronic holdings, databases and trials in SubjectsPlus, administrative configuration of the vendor platforms for subscribed and owned resources, and resolution of electronic resource trouble tickets. The Senior Library Assistant also performs acquisitions processing including ordering, claiming, invoice and access verification, and the compilation and analysis of usage statistics. This regular, full-time position works normal business hours.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### **Electronic Resource Management (40%)**

- Maintains Alma's electronic resource knowledgebase to enable article linking to subscribed content across databases
  - Activates/deactivates journal titles, packages, and databases based on subscribed content
  - Maintains/customizes knowledgebase data including URLs and coverage dates to enable proper linking
  - Interfaces with Ex Libris technical support staff to resolve access problems and report data corrections
  - Generates reports as requested including holdings reports and database overlap analysis reports
- Maintains the A-Z database list records of subscribed content in SubjectsPlus
  - Creates resource records for online trials and newly purchased/subscribed electronic content
  - Maintains/updates resource records as required for access and platform changes, or requests from liaison librarians
  - Notifies Library Systems Service Administrator of new resources to add to the EZproxy configuration file to enable authorized remote access

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- Completes and maintains administrative configuration of subscribed online vendor platforms
  - Registers and activates electronic journals as required
  - Inputs IP ranges and proxy details for authentication
  - Maintains platform customization setup when applicable
- Resolves systems trouble reporting tickets for electronic resources
  - Receives trouble reporting tickets for electronic resources
  - Troubleshoots access and related problems
  - Verifies active resource status, and contacts serials agent and/or provider as required to resolve access problem
  - Communicates resolution to original requestor, and other users as necessary
  - Tracks trouble tickets to ensure that open tickets are ultimately resolved successfully
- Compiles usage statistics using EBSCO's Usage Consolidation Service and various vendor online administrative platforms
- Uploads and maintains COUNTER-compliant usage statistics in Alma for vendor platforms
- Assists with collection analysis as requested
- Maintains helpful and supportive customer service with all library customers
- Establishes effective and supportive interdepartmental relationships to increase unit effectiveness and disseminate information
- Communicates frequently and effectively with all university staff, faculty, and administrators in a timely manner regarding procedures, policies, and other necessary information

**Acquisitions Processing (45%)**

- Creates and maintains PO lines in Alma for active subscriptions
- Updates records accordingly to account for cancellations, transfers, and other changes
- Verifies correct invoicing of journal titles and packages, including the application of proper discounts
- Verifies that resource access is active and as expected, and works to resolve access problems with serials agent and/or provider in a timely manner
- Assists with payment processing function when requested
- Processes Acquisitions Department electronic invoices in Alma and Workday
- Resolves discrepancies, identifies potential duplicates and handles record transfers as needed.
- Verifies access and correct content for all purchased e-books, based on printed invoices; contacts e-book suppliers for access issues or problems with e-book interfaces; tracks issues and monitors timely resolution; reports errors in bibliographic records to Cataloging Department.

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**Special Projects (15%)**

- Participates in special projects as assigned by supervisor; cross-trained to perform duties as backup for all relevant Acquisitions functions

**SUPERVISORY RELATIONSHIPS**

The Electronic Resources Senior Library Assistant reports to the Manager of Continuing Resources, and may provide training for support staff.

**WORKING RELATIONSHIPS**

The Electronic Resources Senior Library Assistant works with Library faculty and staff in all Library departments and branches, Acquisitions student employees, and University vendors.

**QUALIFICATIONS**

- High School diploma, some college preferred
- Some library experience, preferably in library acquisitions/procurement or electronic resources
- Knowledge of spreadsheet software, Excel preferred
- Knowledge of word processing and electronic mail, Word and Outlook preferred
- Strong analytical skills
- Excellent written and oral communication skills
- Aptitude for detail and accuracy
- Excellent organizational skills and experience with problem solving
- Ability to work cooperatively and productively with others