The University of Manchester

Job Description

Job Title: Systems Assistant (eResources)

Reports To: Systems Support Analyst (eResources)

Organisation Unit: University of Manchester Library: Research and Digital Horizons

Date: January 2021

HERA: MAPPS-UML-R&DH-DS-D (293, Grade 4)

Overall Purpose of the Job

To support the Systems Support Analyst (eResources) in providing access to the Library's electronic resources.

Key Responsibilities

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To assist staff and students with resolving electronic resources access problems by e-mail, telephone, web chat and in person as part of the eResources team
- To create, edit and maintain the Library's web pages relating to e-resources
- To create, edit and maintain the knowledge bases for the Library's listing services, such as the Databases A to Z and linking services
- To set-up and test access to new e-resources added to the web pages
- To maintain and update service information
- To liaise with colleagues involved in discovery, metadata and collection management to ensure accurate metadata records relating to e-resources
- To liaise with publishers, suppliers and subscription agents regarding the technical aspects of subscription activation, access to resources, IP registration and usernames and passwords
- To ensure that work is carried out in a timely, effective and professional manner; this includes prioritising own workload according to operational requirements
- To advise the Systems Support Analyst (eResources) of relevant changes in trends in order to assist the development of new services
- To liaise with relevant Library colleagues and central IT Services teams over e-resource access problems
- To collect, record and monitor the Library's open linking service usage statistic
- To record statistics relating to the Electronic Resources Helpdesk
- To participate in training and staff development activities as required to keep up-to-date with relevant new developments
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature

- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification

Essential Knowledge, Skills and Experience
- A degree or HNC/A-Levels/NVQ3, or a full professional qualification in librarianship, or sufficient relevant experience at a comparable level
- Significant relevant post-qualification experience
- A good level of knowledge of a research library's information resources and services in all media
- Awareness of the library and information needs of undergraduates and researchers
- Enthusiasm for the provision of a quality reference and information service and a customer-focussed outlook
- Proven initiative and judgement to resolve daily problems independently or through a support team where appropriate
- Confident, practical IT skills
- Clear understanding of the standards and regulations set for the conduct and output of the role and team
- Proven organisational skills
- The ability quickly to gain knowledge and experience of providing access to electronic resources in an academic library
- Proven ability to work effectively and collegially with staff, faculty colleagues and students from diverse backgrounds
- Good attention to detail
- Good written and oral communication skills
- Good numeracy skills

Desirable Knowledge, Skills and Experience
- Knowledge and experience of providing access to electronic resources in an academic library
- A good understanding of the underlying technical and licensing issues of e-resource delivery