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## Information Specialist

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# Library Job Descriptions



**Official University Job Title:** INFORMATION ANALYST I

**Library Title:** Information Specialist

**Description:** Under supervision of the Learning Commons Librarian, the Library Information Associate is responsible for providing basic reference and comprehensive software and hardware assistance to Zach S. Henderson Library users. This position involves answering reference and computer questions received in person, by telephone, via email, and instant messaging. In addition to supporting the Learning Commons, this position will also report to and assist the Assessment Librarian.

**Duties:**

- Answers directional and information questions in person or via telephone
- Provides basic reference assistance using online catalog, print resources, and electronic resources including GALILEO
- Provides virtual reference services via email and instant messaging
- Make reference and computer referrals to librarian subject specialists and Systems Department
- Provide support for Library Information Commons users
  - o Serves as first level of support for computer software questions (e.g., MS Office Suite) and hardware issues (including scanners and printers)
  - o Troubleshoots computer hardware and printer problems
  - o Conducts software one-on-one training and/or group workshops
  - o Create new and maintain existing print and online software tutorials
  - o Be able to lift up to 20 lbs.
  - o Collect, analyze, and report data measuring library performance effectiveness, under the direction of the Library Assessment Officer
  - o Perform other duties as assigned

**Essential Duties & Responsibilities:**

List the essential duties performed as a regular part of the job grouping related duties together in a sentence or paragraph. After listing the specific duties, estimate the percentage of time required to perform each duty, the total equaling 100%.

Essential Functions & Responsibilities (place an * next to new essential functions assigned to a job)	% of Time
Answers directional and information questions in person, via telephone	5%
Provides basic reference assistance using online catalog, print resources, and electronic resources including GALILEO	5%
Provides virtual reference services via email and instant messaging	5%
Make reference and computer referrals to librarian subject specialists and Systems Department	5%
Provide support for the Library Learning Commons users including serving as first level of support for computer software questions (e.g., MS Office) and hardware issues (including scanners and printers); troubleshoot computer hardware and printer problems; conduct software training (classes & one-on-one); create new and maintain existing print and online tutorials	25%
Student Supervision (hiring, training, budget maintenance)*	30%
Library Assessment Support	25%

