ECR Specialist, Sr.

Department: LITS: Electronic Content (ECR)

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

The Emory Libraries seek an energetic, service-oriented and collaborative professional to serve as the ECR Specialist, Sr. in the Robert W. Woodruff Library.

University Job Summary Statement

Performs complex resources management operations (e.g. acquisitions, serials or preparing materials for binding), using specialized knowledge of the book trade, online databases, microcomputer applications, complex reference tools, and/or foreign languages.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

Library Position Summary

Reporting to the ECR Manager, this position provides consistent, reliable and effective access to the print and electronic resources provided by the University for the support of teaching, learning and research. Carries out the day-to-day administration of the University Library’s print and electronic resources, ensuring continuity of access, troubleshooting problems and provides help and guidance to Library staff and users. Responsible for providing a broad range of print and electronic resources lifecycle activities including ordering, activation, renewal and problem resolution for print and electronic resources; timely and accurate tracking of information in applicable software programs regarding the library’s print and electronic holdings, title changes, access, electronic collection usage statistics; supporting the investigation and implementation of changing technology and gathering and maintaining logins for electronic collection usage statistics.

Key Responsibilities & Duties

- Perform essential tasks throughout the e-resource life cycle, including trial access, e-journal registration, access and authentication, awareness raising, ongoing support and final removal of access on cancellation.
- Perform essential tasks throughout the print serial life cycle, including acquisition (orders and invoices), receipt, claiming, ongoing support and final removal of access on cancellation.
- Prepare orders, invoices and documents print and electronic resources acquisition and renewal.
- Provide support and respond to telephone and email enquiries about e-resources and resolves access problems reported by library patrons and staff.
- Ensure on-going access to electronic resources for Library users, liaising with Core Services and external suppliers when necessary to ensure access and authentication.
• Create orders in an integrated library system to send with completed license documents.
• Create access points for print and electronic resources using online cataloging tools (OCLC), integrated library systems, link resolvers and content management systems (Cascade).
• Maintain shared Excel spreadsheets and the Library’s shared Unified Resource Management system (such as Ex Libris’ Alma) showing the status of licensing, acquisition, and content of product of all electronic resources held by the RW Woodruff Library.
• Process cancellations for print, microform and electronic resources and removes access points (SFX, Databases@Emory, DiscoverE) from public view and closes the orders and holdings.
• Work with staff at other campus libraries to create access points for their electronic resources.
• Carry out data entry into the Electronic Resource Management system.
• Reply to communications from vendors related to purchases, renewals, cancellations, access issues, claiming, licensing status, payment/order issues, etc. (E)
• Reply to questions received via email or telephone from patrons and Emory Libraries staff related to the status of subscriptions; locating or claiming individual issues; license terms relating to use of electronic resources by interlibrary loan or electronic reserves; problems with access to electronic journals/databases, etc.
• Work with Core Services division to update access points or resolve access problems with electronic resources.
• Work with Accounting to resolve delayed or misdirected payments and maintain and update vendor contact information in the integrated library system.
• Review renewals for accuracy and monitoring price increases from previous years.
• Match invoices to orders in the integrated library system to assist Accounting with accurate and timely payments.
• Train, monitor and plan tasks for student employees.
• Assist with performance management and evaluation.

**University Minimum Required Qualifications**

Bachelor's degree in a related field and three years of related experience, OR equivalent combination of experience, education, and training. Requires one or more of the following: computer skills, special skills or a proficiency in a foreign language.

*Emory is an Equal Employment Opportunity/Affirmative Action employer. Emory University is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, ethnic or national origin, gender, age, disability, sexual orientation, gender identity, gender expression, veteran’s status, or any other factor that is prohibited consideration under applicable law.*

*Library Required Qualifications*

These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.

• Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
• Demonstrated proficiency and capabilities with personal computers and software, the Web, and library-relevant information technology applications. Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software.
• Evidence of analytical, organizational, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and in accordance with task/project parameters.
Library Preferred Qualifications

- Experience resolving complex problems with bibliographic records in ordering or receiving; working knowledge of a modern European language; experience with an integrated library system; experience using online cataloging tools for searching and record assessment; initiative and ability to analyze procedures and initiate suggestions for improved work efficiency; intermediate skills with office computer applications such as email, word processing, spreadsheets and searching for information on the Internet; some supervisory experience.
- Demonstrated ability to successfully perform highly detailed work.
- Some experience working with periodicals in a library or serials vendor environment.
- Working in the library requires: demonstrated ability to accomplish timely and high quality work, handle a variety of duties, adapt to changing demands and priorities, work successfully in a team environment, and communicate effectively with all segments of an academic community.

Applications/resumes must be submitted online through Emory Careers and looking for job posting #58706BR. **Please include a letter of interest along with your resume.** For more information, contact Nydia Charles-Huggins at (404) 727-6885, necharl@emory.edu.