

JOB DESCRIPTION

Name	
Job Title	Library Specialist, Scholarly Communication
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	Head, Scholarly Communication

SUMMARY

Summarise in one statement why this job exists and the contribution it makes to the overall business of the Company.

This job is primarily to support the acquisition, organization, dissemination and preservation of the research outputs and institutional records of the University. The function also supports the library's services to the Office of Provost, Office of Research, Office of Strategic Planning, and schools in the reporting of key data on research publications and other research outputs.

SCOPE

Indicate the financial statistics, staff, volume, controllable budget, etc for this job

The position holder works mainly to create and edit the records in the Integrated Research Information System (IRIS) and InK Institutional Knowledge at SMU. The other areas the position holder is expected to assist are:

- Quality assurance for accuracy and validation of data in IRIS regarding citations and other statistics to be reported on research publications and citations for SMU faculty and researchers
- Creation and maintenance of author profiles for SMU researchers

Desk services are an integral part of this job, providing fulfillment services and responding to enquires. This position also requires supervision of student helpers.

Job Title: Information Specialist, Institutional Repository

PRINCIPAL ACCOUNTABILITIES

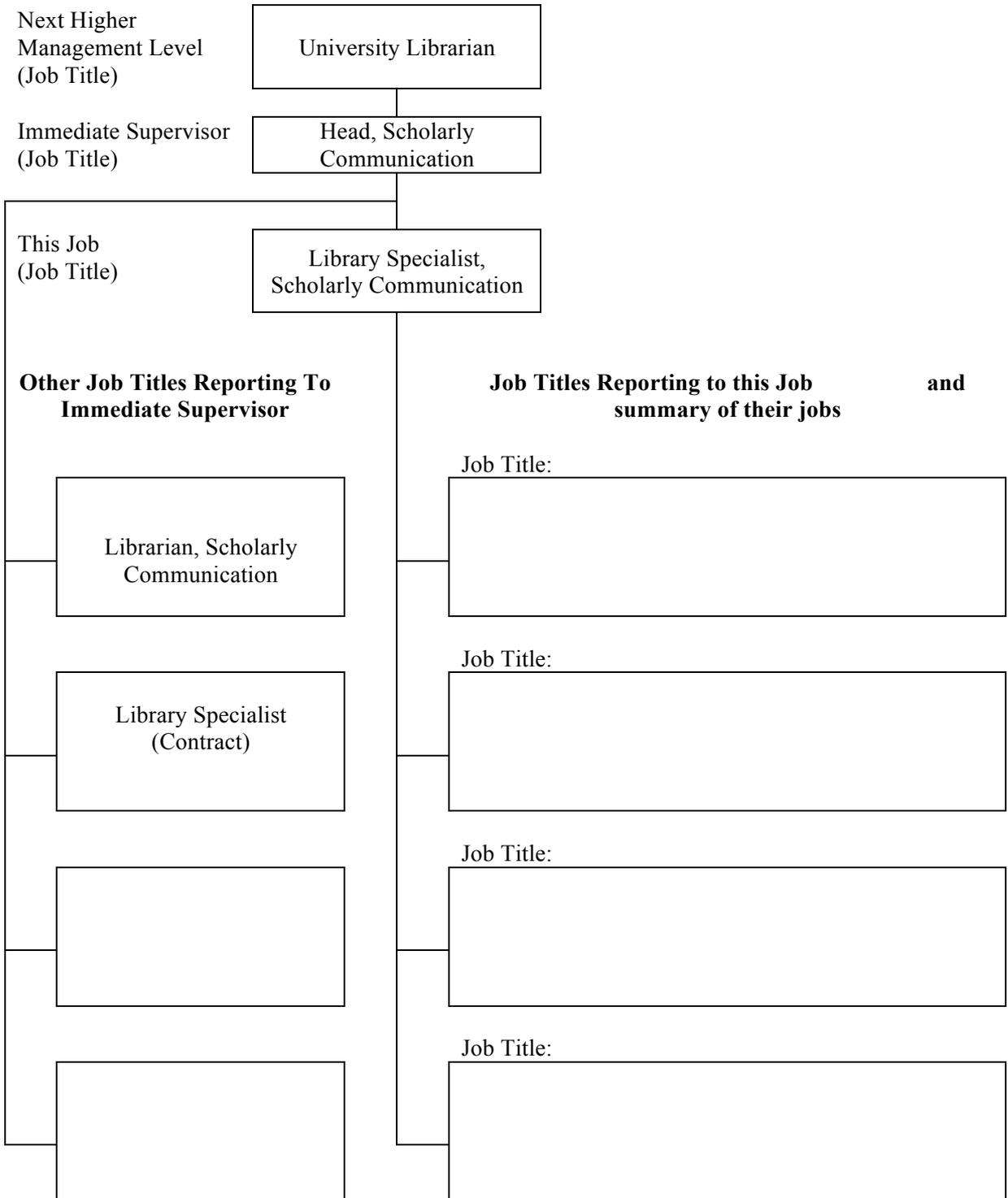
Describe the principal accountabilities of this job.

1. Create and edit records for the research and scholarly works and institutional records such as faculty research publications, conference papers, dissertations and theses, cases written by faculty, photographs, and materials of archival interest and create new series upon request
2. Ensure that new and updated records in IRIS are transferred to InK on a timely basis
3. Respond to enquiries and requests received via the libIR and IRIS_Help email accounts
4. Ensure accuracy and consistency of information in all records
5. Assist with uploading of full-text papers in IRIS and InK and checking publisher copyright policies for which versions can be used
6. Support the generation of reports requested by the Office of Provost, Office of Research and Office of Strategic Planning, by the schools and the Library, which includes research publication details and statistics, citation counts and repository statistics
7. Assist with creating and maintaining faculty profiles in the Faculty Gallery (Selected Works), ResearcherID or other author profiles
8. Assist with submission of cases written at SMU to The Case Centre (formerly ech) and submission of dissertations and theses to ProQuest Dissertations and Theses database, and creation of their records in InK
9. Provide administrative support for briefings by the Scholarly Communication team, IRIS and InK training and scheduling of team meetings
10. Help in recruiting, mentoring and supervising student helpers
11. Perform Service Desk duties including:
 - Attend to loans and reservations by library users (fulfillment services)
 - Respond to walk-in enquiries and enquiries received via email and telephone
 - Provide support for interlibrary loan and document delivery services
12. Conduct orientation tours and co-training programmes
13. Any other tasks as assigned

Job Title: Information Specialist, Institutional Repository

ORGANISATION CHART

Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.



CRITICAL SKILLS AND JOB COMPLEXITY

Knowledge and Skills

Describe the knowledge and skills necessary to perform this job.

1. Library diploma holder with 2 years relevant experience or undergraduate degree in any one of SMU disciplines, Library Science or Information Studies or Knowledge Management. Relevant experience with institutional repositories/records management or knowledge management preferred
2. Information search skills
3. IT capability (knowledge of Integrated Library Management System, MS Office and vendor applications)
4. Willingness to learn and utilize continuous improvement methods
5. Customer service orientation
6. Excellent communication (written & spoken) and interpersonal skills
7. Ability to work independently on multiple tasks
8. Able to work positively and productively with diverse agencies in an environment of rapid change
9. Able to develop and maintain relations with faculty, staff and students
10. Able to organize and analyze data
11. Able to work as a member of a team
12. Organized, meticulous and responsible

Contact

Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.

- (a) Internal contacts:
SMU students, faculty and staff, including school administrators, to acquire and disseminate research outputs and institutional records, and to meet their information needs
SMU administrators for statistical reporting (research publications, citations)
- (b) External contacts:
Vendors to disseminate SMU's research outputs (e.g. Thomson Reuters, Bepress, ProQuest and Case Centre)
External members of Library to meet their information needs
Visitors to the service desk and on library tours

Decision Making

Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.

Decisions made on her own:

- Searching and sourcing of SMU research outputs and institutional records
- Understanding copyright permissions of various publishers
- Responding to enquiries received at IRIS_Help, libIR and while at the service desk
- Liaising with internal users

Those in which supervisors must be consulted:

- Interpretation of policy if there is a difference with customer
- Setting of operational policies, procedures and service standards
- Handling of difficult customer situations
- Introduction of new programs, services and collections
- Introduction of changes to work processes
- Liaison with senior management and external VIPs and vendors

Those referred to higher authority:

- Implementation of changes to policies
- Issues with agreements with vendors
- Library strategic policies

Problem Solving

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

Updating records in a timely manner, taking into consideration accuracy.

Ability to be flexible and handle changing work processes and policies.

Facing difficult customers and handling different requests daily.

GENERAL

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

Having accurate and up-to-date records of SMU research outputs are central to the success of the repository and SMU's research dissemination efforts.

Signature of Job Holder		Date	
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For Official Use:

Approved by HR	
Date	
Approved by HOD	
Date	