Creation/Revision Date: 3/1/2019

Job Title: Consultant – Electronic Resources

Description Type: ☐ ☒ Revised

Job Category: 6
FLSA Status: ☒ Exempt   ☐

Reporting Relationship:

Reports to (Title): User Experience Manager

List of direct reports (by Title):   ☐   ☒ Not Applicable

Position Summary:

Performs a broad range of complex and routine information access services, with primary responsibility for Electronic Resources Management (ERM) processes. Responsible for the administration of access to SWAN's existing online suite of reference services and tools, as well as developing user access to expanding complementary information services provided by third party vendors.

Core Job Functions:

- Responsible for access and maintenance of databases, e-books, and e-journals; troubleshooting and problem resolution; and statistics, data gathering, and analysis for renewals, annual reports, and special projects.
- Serves as primary point person for member libraries when requesting additional electronic resource connectivity and services which integrate with the patron database for authentication and/or online catalog for discovery.
- Maximizes discovery of digital assets by providing effective communication and marketing of these resources to SWAN member libraries and their patrons.
- Assists in providing guidelines for negotiating ERM licenses.
- Serves a primary contact in procurement of consortium-wide licenses where possible and extending resource sharing rights of selected resources.
- Serves as team member and backup for all tasks managed by the User Experience department, including maintenance of online catalog profiles, custom wizards and scripts, web services, digital asset management systems, and website development/management.
- Creates and maintains documentation of procedures for electronic resource management by member libraries, we well as guides for adoption by libraries in public use of these resources.
- Develops delivery and evaluation of digital services and web content training to member library staff.
- Provides ongoing customer support for electronic resource utilization including triage between member libraries, content providers/vendors, and IT
- Participates as part of team responsibility for user experience and access to digital assets, electronic resources, and discovery of physical materials through the online public catalog.
- Closely monitors and reviews electronic resource and integrated library system (ILS) data for potential errors or abnormalities.
- Contacts vendors and works closely with SWAN IT, Support, Bibliographic, and User Experience staff to resolve problems related to end-user access to the catalog, e-resources, and value-added services dependent on authentication.
- Serves as a project team member across departmental lines to deploy new services, technologies, and work processes benefitting the membership.
- Navigates through vendor interfaces to find, download, and compile statistics from a wide variety of sources. Develops plan for harvesting this usage data into site-wide analytics repository.

- Recommends policy and procedures related to electronic resources management and design to the SWAN leadership team.
- Coordinates authentication services for remote access use of resources.
- Works closely with the User Experience Manager to customize the online public access catalog, develop key indexes for searching, and develop enhanced content services.
- Attends/Co-Chairs user group, committee and advisory meetings as requested.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

Education -
- Master's degree in Library Science or information management/computer-related equivalent required

Knowledge/Experience -
- 3-5 years' work experience in a related field, preferably managing digital collections.
- Experience creating, maintaining, and/or managing metadata or other structured data, (e.g., manipulating data in an institutional database or managing research data) is required.
- Advanced knowledge of Microsoft Office Suite including Word, Excel, Outlook and PowerPoint is required.
- Ability to express oneself clearly and concisely, both orally and in writing, is required. Occasional small and large group presentations will be required for this role.
- Ability to work effectively and maintain good working relationships with SWAN and member library staff is required.
- Ability to work independently and seek out colleagues in collaborative problem-solving.
- Ability to multi-task while ensuring meticulous accuracy with very detailed projects.
- Knowledge of graphic and web design and experience with content management systems (e.g. WordPress, Drupal) a plus.
- Knowledge of existing ILS software and library technologies is preferred.

Working Conditions and Technical/Physical Requirements -
- Must have the ability to input data, read computer screens and printed material, communicate effectively in-person, via phone, videoconferencing and e-mail, and operate office equipment.
- Ability and willingness to work varied or extended hours as needed, and travel occasionally on behalf of SWAN.
- Primarily sedentary work, but occasional physical activities such as lifting, crouching, or climbing may be required.
- Physical presence in the office will be required for this position based on team schedules for collaborative work. Work from home and on-site member visits will also be part of normal work schedule.

Acknowledgement

I acknowledge that I have read the job description and requirements for the **Consultant - Electronic Resources** position and confirm that I can perform these core job functions.

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             Signature   Date