Job Description

Job Title:	Electronic Resources Access Associate
Department:	Collection Development, Library
Reports To:	Electronic Resources Access Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	February 2022

Primary Purpose

The Electronic Resources Access Associate supports the provision of access to information resources in a digital environment by working within the Library Services Platform (LSP), electronic resources management (ERM) systems, and service management systems to troubleshoot access issues and to keep the library's electronic holdings up to date. The incumbent ensures the quality of the institutional entitlements and vendor interfaces, which are needed for access, entitlement determination, and discovery of usage rights for electronic resources. In addition to this, the incumbent supports the assessment and development efforts associated with gathering and analyzing web analytics.

Key Accountabilities

Departmental participation:

- Working closely with members of the Collection Development department and others involved in the electronic collection lifecycle management
- Reviewing and recommending improvements to the library's electronic resources knowledge base
- Communicating effectively to troubleshoot issues
- Participating in the development and improvements to area workflows, as appropriate, including ongoing creation and updating of electronic resource process documentation for both internal and external systems
- Participating in departmental reviews and working groups as required
- Participating in system testing and analysis as required
- Participating in library-wide projects as required by areas of responsibility and expertise

Electronic Resource Access Support:

- Providing timely and accurate updates to local entitlements in the LSP and ERMs, including activating and de-activating electronic resources/collections, coverage changes, and linking updates.
- Quickly troubleshooting electronic access issues which might include updating LSP and ERM's accordingly, reporting updates to the Cataloguing department, and escalating to vendors/publishers
- Resolving electronic resource access via EZ Proxy administration and liaising with Library Information Technology Specialist for required modifications
- Supporting licensing compliance by ensuring the appropriate license is allocated the electronic resources upon activation
- Participating in the investigation, review, and implementation of tools to support electronic resources management process
- Assisting, as appropriate, with the troubleshooting process for Citation Linking tools
- Accessing various publisher and vendor administration portals to modify settings based on librarian and patron needs

- Communicating to library staff any outages or wide-spread access issues with local entitlements

Collection Assessment Data Support:

- Entering and updating Library Services Platform (LSP) data related to vendors, interfaces, logins, and the collection of usage data
- Coordinating the collection of the various industry standard usage data reports through third party interfaces via automated and manual processes, and troubleshooting any connection issues via URL formulation and analysis of error reports
- Validating the data collected to confirm it accurately reflects library holdings and harvesting backfill data when needed
- Contributing to the identification of reporting needs and provide feedback for ongoing report modification

Unit Participation:

- Acts as a back-up to the eResources Access Manager for troubleshooting more complex issues and investigating excessive use complaints
- Works effectively and collaboratively with other members of the eResource Access Team to ensure desired service levels are achieved

Provides critical support to the Acquisitions area, including:

- Confirming electronic access model compatibility prior to resource acquisition
- Informing as to the appropriate collection or portfolio in the LSP to place an order
- Assigning purchase order line numbers to resources
- Assisting with the setup of trials prior to acquisition decisions

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Undergraduate degree or equivalent in education/experience

Experience

- At least one year of recent relevant experience in customer service, preferably in an academic library setting, where prioritization and problem solving was involved
- Recent experience in an environment requiring strong attention to detail and accuracy while managing frequent interruptions
- Proven self-starter with demonstrated commitment to process improvement with an ability to work in a highly collaborative setting
- Demonstrated proficiency with office productivity software and common communication tools
- Experience with MS Excel (Intermediate) and MS Word

Knowledge/Skills/Abilities

- Awareness of licensing processes for electronic products
- An understanding of electronic resources and library record structures
- Ability to maintain effective and positive working relationships across multiple and diverse stakeholder groups
- Ability to manage, analyze, and report on data
- Familiarity with request tracking/ticketing systems

- Understanding of information management systems, preferably a Library Services Platform

Nature and Scope

- **Contacts:** Internally communicates with staff in the library to present/describe/analyze information and to obtain decision/action on issues. Externally, communicates with vendors to present/describe information, obtain action on issues, establish relationships, and advocate for quality assurance of knowledge base
- **Level of Responsibility:** Responsible and accountable for the timely updates to local knowledge base. Works closely with other staff to ensure quality of local and locally-access knowledge base.
- **Decision-Making Authority:** Responsible for triggering review of vendor- and consortia- knowledge base files. Responsible for simplification of knowledge base portfolios. Responsible for addressing holdings mismatch between catalogue and LSP. Responsible to escalate and work with manager and others to solve more complex problems.
- **Physical and Sensory Demands**: Exposure to conditions typical of a position in a fast-paced office environment, with frequent urgent demands.
- **Working Environment:** Exposure to conditions associated with urgent, time-sensitive activities and troubleshooting.