Senior Library Assistant, Streaming Media
Tufts University

Job Title	Senior Library Assistant, Streaming Media
Department	Tisch Library
Institution	Tufts University
	Medford, Massachusetts
Date Posted	Jul. 23, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Library
Job Website	https://jobs.tufts.edu/jobs/20744?lang=en-us&iis=Job+Board&iisn=AcademicKeys
Apply By Email	
Job Description	

Overview

Tisch Library supports Tufts' School of Arts and Sciences and the School of Engineering, assisting members of the Tufts community in their teaching, learning and research with collections, expertise, and technology-rich environments to support the creation and dissemination of scholarship. The Access Services Department ensures timely and effective access to facilities and collections through circulation, reserves, interlibrary loan and stack management services. We serve as a key point of contact for library patrons and provide basic reference services.

What You'll Do

Reporting to the Assistant Manager, Resource Sharing, the Senior Library Assistant for Streaming Media provides access to streaming media for use in Tufts' course management system. The person in this position manages the process for providing digital video materials

and physical media for course reserves, working with Acquisitions staff to license materials, and assisting faculty in setting up their course materials. This is a full-time, on-site position with some flexibility for remote work.

Responsibilities include:

- Serving as the primary point of contact for streaming media course reserves, receiving faculty requests, communicating policies, and providing access to library materials.
- Assisting faculty with the set-up of their library course materials in the course management system, troubleshooting issues as they arise.
- Evaluating and recommending changes to course reserves workflow processes and software with an eye towards improving services.
- Assisting as needed in interlibrary loan workflows.
- Supporting student workers in Resource Sharing and at the circulation desk, helping student workers identify and troubleshoot problems as they arise.
- On occasion, copying optical media, converting video to multiple file types, uploading and maintaining files on media server, and providing access to files on the course management system.
- Participating in team activities and professional development.

What We're Looking For

Basic Requirements:

- Knowledge and experience typically acquired by a Bachelor's degree
- Established success in a customer service environment
- Excellent problem-solving ability and attention to detail
- Demonstrated experience evaluating and improving workflows
- Strong interpersonal communication and organizational skills

Preferred Qualifications:

- Experience with an integrated library system such as Alma
- Experience with course reserves or interlibrary loan workflows in an academic library setting
- Familiarity with Canvas or other learning management systems
- Basic knowledge of copyright guidelines in a library setting

Pay Range

Minimum $24.30, Midpoint $28.90, Maximum $33.50

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect

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pay between the minimum and midpoint of the range.

Contact Information

Contact

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