



## **Electronic Services Librarian**

Morgan, Lewis & Bockius LLP, one of the world's leading global law firms with almost 4000 lawyers and staff in 30 offices is seeking an Electronic Services Librarian reporting to the Electronic Services Manager. This position will reside in the San Francisco OR Los Angeles offices and will be responsible for supporting the firm's access to electronic resources, including password management, online usage statistics analysis, subscription metadata and database support, resource and connectivity troubleshooting, knowledge base content management, and electronic services workflow operations for the research services staff in all offices of the firm, as well as any other electronic research needs of the firm's legal and professional staff and clients.

### **PRIMARY FUNCTIONS AND RESPONSIBILITIES**

#### **Responsibility**

- Provides guidance and support for the Electronic Services Coordinator in various tasks required for electronic resource maintenance and management.
- Works with the ES Manager and the Coordinator and the Technical Services Team to ensure documentation for the Integrated Library System (ILS) is in sync with the Department SharePoint content.
- Maintains metadata and manages electronic resources content on the Department Site pages of the Firm's intranet, working with IT, the Project Manager for Research & Library Technology, and the firm's Research Librarians.
- Works with the ES Manager and the Research and Administrative Staff to maintain a knowledge base of the firm's online research contracts and agreements to provide back-up for the firm's archive for this material.
- Updates all documentation for e-Resources, including but not limited to password instructions, chargeback procedures, and troubleshooting information.
- Identifies and devises improved protocols with the ES Coordinator to handle the onboarding processes for attorneys, legal staff, and Department Staff, delineating differences in password requirements and other electronic resource needs.
- Partners with the Project Manager for Research & Library Technology to improve the descriptive metadata and communication based on Practice Group-specific

criteria. Collaborates with the PM on deploying mobile applications via ResearchHub and other methods.

- Provides support for projects to enhance and maintain the firm's Resource Management System, coordinating with the PM for Technology and the Technical Services Team where necessary.
- Works with vendors, IT and research staff to test, configure, update, and troubleshoot the library's electronic tools and resources. Coordinates the testing of new electronic information products. Ensures the ES Coordinator can provide back-up in troubleshooting issues.
- Provides regular updates to research services management and staff on the status of ongoing projects and resolution of electronic resources issues. Troubleshoots connectivity issues.
- Coordinates with ES Manager and Technical Services Team to poll users and generate periodic online usage reports for the Department Director and Managers to assist with electronic resources agreements and renewals.
- Works with ES Manager on providing project reports and status updates to the Managers and Directors across the Department.
- Schedules periodic testing and updating for all e-Resources. Coordinate the testing of new electronic information products.
- Participates in the ongoing assessment and enhancement of library automation and technology.
- Other duties as assigned.

## EDUCATION AND EXPERIENCE

This job requires:

- a Master's degree (M.L.S., MLIS or equivalent)

and

- a minimum 3 years of experience in online reference and/or information systems management, or in a library setting. Law firm library/information/knowledge services experience a plus.
- Or, equivalent combination of education and experience.

## OTHER QUALIFICATIONS AND REQUIREMENTS:

To perform the job successfully, an individual must demonstrate the following knowledge skills and abilities:

- Technical skills
- Written communications skills
- Verbal communication skills
- Customer service skills
- Strategic thinking
- Self-starter
- Teamwork

- Planning/organizational skills
- Problem solving skills
- Ability to adapt to change and balance competing demands
- Ability to read and interpret general business documents, instructions and manuals, write routine business correspondence, and speak effectively with employees, clients, and vendors.
- Advanced arithmetic skills (compute rate, ratio, percent; able to draw and interpret graphs and charts).
- Ability to define problems, collect data, establish facts, draw conclusions.
- Well-developed analytical and resourceful problem solving abilities.
- Experience working with Integrated Library Systems including OPACs, and with Resource Management applications. Specific experience with Innovative Interfaces and TRG's Priory systems a plus.
- Solid Project Management and planning skills.
- Flexible, able to work in a fast-paced environment and self-motivated.
- Excellent technical, communication and organizational skills.
- Strong service orientation and ability to work with teams.
- Exercises confidentiality and discretion.
- Understanding of Knowledge Management methodology and principles.

## COMPUTER SKILLS

To perform this job successfully, an individual must have be proficient in the following software:

- Microsoft Office, particularly in Excel, Word, Outlook, PowerPoint, and SharePoint.
- Familiarity with online legal research platforms: Lexis-Nexis, Westlaw, Bloomberg Law, and Wolters Kluwer's Cheetah

Morgan Lewis is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Qualified applicants with arrest and conviction records will be considered for the position in accordance with the San Francisco Fair Chance Ordinance.

Morgan Lewis will consider qualified applicants with criminal histories in a manner consistent with the Los Angeles Fair Chance Initiative for Hiring.

Interested applicants may apply [here](#).