

I. DEPARTMENT: Circulation

II. POSITION: Reserve Room Manager

III. CLASSIFICATION: LIBRARY ASSISTANT III

IV. NAME OF INCUMBENT: Vacant

V. POSITION NO.: 2240

VI. JOB PURPOSE:

One of several in the Circulation Department, this position works under general supervision and has primary responsibility for managing the Libraries' Reserve Collection. They coordinate the development of the Reserve Collection including the organization, maintenance, and processing of the Collection. Reporting to the Department Head for Circulation, this individual assures that the Reserve Collection is readily accessible to library users. They participate in the full range of activities and scheduling of the department. This person assists with addressing the needs of library users at the service desks of the Circulation Department. The incumbent takes on special projects and assignments as needed to accomplish the work of the department.

The specific duties, tasks, and responsibilities of this position are subject to change as technology advances and the needs and interests of the University Libraries, and the University of Memphis evolve over time.

VII. DUTIES AND RESPONSIBILITIES

- A. Provides leadership in the management, processing, and organization of the Reserve Collections of McWherter Library.
 - 1. Coordinates the collection and processing of all types of materials being placed on reserve for student use including traditional print resources, electronic resources, and multimedia resources.
 - 2. Monitors the conditions of the Reserve Room and takes appropriate action to ensure that the room and the collection are maintained in a manner that creates an appropriate learning environment.
 - 3. Assists and advises faculty and staff on the use of the Reserve Collection, assuring that items placed on reserve comply with copyright law through the use of the Copyright Clearance Center or by direct contact with individual publishers.
 - 4. Compiles and maintains the course Reserves Procedures Manual to standardize policy and practice among the various library locations
 - 5. Receives and processes faculty requests to add or remove materials to/from the Libraries' Reserve Collection.

6. Creates appropriate electronic records to build the Reserve Collection database in the libraries' online catalog.
 7. Removes materials, including personal copies, from the Reserve Collection as appropriate in a timely manner and makes sure items are returned to the course instructor or otherwise properly handled.
 8. Provides appropriate training on reserve procedures for staff and students assigned to the Circulation Department and for staff from branch libraries as needed.
 9. Updates forms and procedures related to the Reserve Collection on a regular basis.
 10. Communicate needed changes to the pages on the libraries' web site that relate to the Reserve Collection to the individual responsible for website maintenance, ensuring that they are accurate and up-to-date.
 11. Serves as a resource person for faculty and staff on transactions and functions in the reserve module of the online integrated library system, including but not limited to UM3D instructional support, Reserve items, Course Management Software and other relevant resources in current LMS.
 12. Organizes and plans work assignments for staff or student workers assisting with the Reserve Collection.
 13. Seeks ways to update, streamline, or improve the processes/procedures related to the Reserve Collection and consults with the Head of Circulation when he/she identifies a need to modify policies and/or procedures.
- B. Serves as the resident expert on the various pieces of technological devices available for check-out through the Circulation Department.
1. Works with the Emerging Technology Integration Specialist (ETIS) and others, as appropriate, to learn how to operate the various circulating devices.
 2. Along with ETIS, provides training for others in the Circulation Department and other library staff who need to learn about the circulating/sandbox technological devices installed in University Libraries.
 3. Develops written procedures, as needed, to govern the maintenance and support of the circulating devices.
 4. Assures that accompanying supplies and/or accessories required to support the use of the technological devices are maintained and on hand in adequate supply.
 5. Arranges for repair and/or replacement of devices, as appropriate, when the need arises.
 6. Maintains data related to the use of the technological devices available through the Circulation Department.
 7. Serve on the sandbox committee as the representative for the circulation department.
 8. Works collaboratively with the ETIS to support sandbox initiatives, programs and other responsibilities.
- C. Provides direct user assistance at the service desks under the auspices of the Circulation Department.
1. Staffs the main circulation desk, the reserve desk, or other service areas to assist library users with material check-outs, returns, holds, renewals, and other circulation transactions.

2. Provides accurate, relevant responses to users' inquiries related to circulation services, University Libraries, or the University.
 3. Assists faculty and students with utilizing Circulation Department services and/or collections.
 4. Assists library users with using the online catalog, copy machines, printers, and other technological devices, hardware and software as needed.
- D. Participates in performing the full range of functions involved in accomplishing the work of the Circulation Department.
1. Assists with the supervision of student workers assigned to the Circulation Department.
 2. Assists with opening and closing the building as appropriate and when needed.
 3. Consults and communicates with faculty and staff as appropriate to address matters related to circulation policies and procedures and in particular the Reserve Collection.
 4. Works in concert with other staff in the department to ensure consistency in the application of library policies and procedures.
- E. Prepares reports and provides input into departmental planning as appropriate.
1. Keeps appropriate statistics and maintains data needed to prepare reports as assigned and as needed to keep the Circulation Department Head and the Dean of Libraries informed about matters related to the Reserve Collection.
 2. Provides appropriate input into periodic and/or annual evaluations for staff and students working with the Reserve Collection.
 3. Gathers and compiles appropriate statistics related to the Reserve Collection.
- F. Assists with collection maintenance and similar activities that improve the accessibility of the libraries' collections, especially those associated with the Reserve Room.
1. Monitors and maintains the order of assigned sections of the libraries' collections.
 2. Monitors the physical condition of library materials in the circulation area and in assigned stack sections pulling those needing repair or replacement so they can be appropriately handled.
 3. Works with staff from the Cataloging Department to address and correct problems with item records in the library's online catalog.
- G. Performs other duties as assigned.
1. Serves on appropriate library committees.
 2. Assists with special projects as assigned by the Department Head or the Dean of University Libraries.
 3. Participates in training and professional development opportunities that will enhance their job skills and expertise.

VIII. DIRECTION RECEIVED

Reports to Department Head for Circulation.

IX. DIRECTION GIVEN

May supervise staff and students assigned to the Circulation Department.

X. JOB SPECIFICATIONS

Requires a Bachelor's degree and at least one year of appropriate work experience. An equivalent combination of education and experience would be two years of college and five years of relevant work experience.

XI. SPECIAL CONDITIONS

This is a full-time permanent position requiring a 37.5 hour workweek. The primary work schedule for this position is Monday through Friday, 9:30 a.m. to 6:00 p.m., during the academic term when the library maintains its full schedule. During breaks, interim, summer, and holiday periods, the library's schedule is shortened and the work schedule of the incumbent will be modified to fit into the modified schedule. The modified schedule will require that the incumbent work different hours to fit within the Libraries' schedule. The incumbent might also be required to work some weekend and/or evening hours when the needs of the Library change. During some periods of his/her scheduled shift, the incumbent might be the designated supervisor of record in the Circulation Department.

XII. REQUIRED KNOWLEDGE, SKILLS, ABILITIES, AND CHARACTERISTICS

- A. Comfort and dexterity with working with computers and computerized information systems.
- B. Ability to complete detailed work in a timely manner with a high degree of accuracy.
- C. Ability to enter, query, and manipulate data in a computer database in order to serve library users.
- D. Good customer service skills are essential.
- E. Ability to learn, understand, and implement library policies and procedures as they apply to the Circulation Department.
- F. Ability to work independently as well as serve as a part of a team.
- G. Ability to evaluate situations and make appropriate, mature decisions
- H. Ability to communicate effectively in oral and written forms.
- I. Ability to work on multiple tasks simultaneously and to meet established deadlines.
- J. Ability to supervise the work of others.
- K. Ability to work effectively with a diverse group of library staff and users in a courteous and professional manner.
- L. Ability to establish and maintain an effective working relationship with the students, the public, supervisors, and other employees.
- M. Ability to maintain a positive attitude while coping with organizational change.
- N. Ability to recognize the limits of the authority of this position and to know when to appropriately refer matters to someone else.
- O. Good mechanical aptitude that would support learning about and teaching the use and handling of various technological devices.

XIII. WORKING CONDITIONS

Technologically oriented academic research library where the Circulation Department plays a key role as a part of the outward face of the University Libraries. Effectiveness in this position requires extensive work on a computer. This position has an extensive public service component requiring regular interaction with faculty, students, and the general public. Position requires some standing, walking, and reaching. Incumbent must be able to bend, stoop, and lift up to 30 pounds. Incumbent might have to climb on ladders and reach overhead in order to perform certain tasks required in the position. Responsibilities require that the incumbent to be able to push and/or pull wheeled book trucks weighing up to 300 pounds.

Description last updated: September 2022