UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION

Check one:  Faculty___  Exempt _X_  Non-Exempt ___  Other___

Date Prepared:  June 25, 2015   Division:  Public Services
Prepared by:  Timothy Hackman  Department:  User Services & Resource Sharing
Reports to:  Director of User Services & Resource Sharing  Position Title:  Coordinator, Collection Maintenance & Retrieval

A. NATURE OF WORK

Under the direction of the Director of User Services and Resource Sharing, manages daily operations of the Collection Maintenance and Retrieval unit, which includes managing and maintaining all aspects of the McKeldin Library collection of approximately two million volumes as well as of Severn Library, a high-density storage collection of 600,000 volumes and growing. Plans and oversees collection shifting and realignment projects in McKeldin and Severn libraries and transfer of collections from campus libraries to Severn Library; provides expertise for collection-related projects in other UMD Libraries. Provides leadership, coordination, resource management, and staff supervision of the unit; collects and analyzes relevant statistics, including stacks space and high-density storage use assessments. Provides public service to library users and other library staff members at the Library Services Desk, including communicating library policies and procedures. With other unit Heads and Coordinators, provides leadership within the department of User Services & Resource Sharing and provides administrative support to the department Director. Participates in library, campus, and/or consortia teams and committees as appropriate.

B. DUTIES AND RESPONSIBILITIES

1. Plans, organizes, and manages Collection Maintenance and Retrieval services and related activities in McKeldin and Severn libraries. Administers operations and allocates daily work of the unit, including collecting, sorting, and arranging materials to be re-shelved; shelving books; shifting and straightening shelved library materials; creating and updating signage and stack maps; routing materials to other units for repair or relabeling; and retrieving materials to fill patron-placed holds, course reserves, and interlibrary loan requests. Ensures that items are correctly shelved within expected timeframes. Identifies priority areas to address stacks overcrowding issues and plans and monitors routine collection shifts.

In Severn Library, organizes, assesses, allocates work of and improves processes for retrieval, scanning, delivery, and reshelving; ensures compliance with University of
Maryland Motor Transportation Services policies and procedures; ensures safety compliance, particularly as related to materials handling equipment (order pickers).

In both McKeldin and Severn libraries, assesses equipment needs; works with vendors to deliver and maintain equipment; collaborates with the Coordinator for Logistics & Periodicals and Head of Resource Sharing & Reserves to assess and improve request and delivery processes; coordinates with Preservation librarian and staff, as needed, to address collection preservation needs; plans and implements realignment projects. (40%)

2. **Hires, trains, schedules, supervises, and evaluates unit staff.** Oversees hiring, training, scheduling, supervision and evaluation of five FTE non-exempt staff and three to five FTE student employees for teams in McKeldin and Severn libraries. Ensures effective performance review, professional development, and mentoring for staff. Determines unit work priorities and allocations. Ensures that public services provided by the unit are of consistently high quality, with a focus on continuous improvement. Ensures adequate student and staff coverage to provide services. Manages student and temporary staff (Labor and Assistance) budget for the unit and produces reports upon request. (20%)

3. **Plans and executes large-scale collection maintenance, realignment, transfer, and intake projects in McKeldin and Severn libraries.** Participates in long-range planning for McKeldin and branch library stacks space and remote storage of library collections. Assesses space needs and provides reports upon request. Provides leadership for remodeling plans as they relate to stacks space and remote storage. Collaborates with leaders across multiple units and divisions to plan, execute, and assist with projects. Coordinates processes of packing, transporting, and processing materials. Works with Preservation to ensure collection integrity during projects. (20%)

4. **Shares in the leadership of the User Services & Resource Sharing department in McKeldin Library.** Participates in department and unit meetings and works with other unit heads and coordinators to set and communicate policy and procedures, implement and/or enhance services, train department staff and students, etc. Advises and provides support to the Director of User Services & Resource Sharing, as needed. (10%)

5. **Provides public services to library users and other library staff at the McKeldin Library Services Desk** according to department schedule and Service Expectations. Records Library Services Desk transaction data using RefAnalytics. Provides functional supervision of student assistants during desk shifts. (5%)

6. **Gathers and analyzes appropriate statistics** to assess, develop and enhance library services. (5%)

7. **Performs other duties as assigned.**
C. PHYSICAL DEMANDS

a. Position requires frequent interaction with library users in person and via phone, email, and online systems.
b. Position requires ability to move throughout the library stacks areas in order to direct work.
c. Position requires frequent computer work.
d. Must be able to maneuver a vehicle.
e. Work schedule is subject to change based on the University calendar and staffing needs, including evenings and weekends.

D. SUPERVISORY RESPONSIBILITIES

Directly supervises 3.5 full-time permanent and one part-time temporary staff. Provides indirect supervision to approximately 15-20 student employees.

E. QUALIFICATIONS (Knowledge, Skills, and Abilities)

EDUCATION

Required: Bachelor's degree.

EXPERIENCE & SKILLS

Required:

Three years of progressively responsible experience in providing library public services or collection maintenance activities. Knowledge of library circulation functions and call number systems. One year of experience working with an integrated library system, including circulation and bibliographic records. Knowledge of and/or experience applying established formulas for tracking collection capacity, with the ability to modify methods and tools to meet local circumstances. Quantitative skills necessary to prepare and monitor budgets, analyze usage data, and provide reports in meaningful format. Strong verbal and written communication skills. Supervisory and/or staff training experience. Strong interpersonal skills, as evidenced by experience working with diverse staff and clientele. Familiarity with word processing and spreadsheet software necessary to support collection assessments and budget planning. Strong customer service orientation and public service experience. Demonstrated ability to work independently and exercise good judgment. Demonstrated ability to balance and prioritize multiple activities and projects. A valid driver’s license is required to be able to drive to multiple branches on campus.
Preferred:

Experience in a large academic library or in a high-density book storage facility. Five years of progressively responsible experience in library collection maintenance.

Employee’s Signature________________________  Date__________

Print Employee’s Name:______________________

Supervisor’s Signature______________________  Date__________

Revised October 2, 2018