A. NATURE OF WORK

Under the direction of the Coordinator for Logistics & Periodicals, performs daily operations of the Logistics and Periodicals unit in McKeldin Library, including ensuring accurate and timely completion of receiving and shipping tasks, processing and maintenance of periodical and microform collections, maintenance of records in the Aleph integrated library system, and providing customer service relating to these tasks in person, over the phone, and online. 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 staff, provides administrative support to the unit Coordinator. Participates in continual improvement of existing services, spaces, policies, and procedures of Logistics & Periodicals unit and User Services & Resource Sharing department. Under the shared direction of the Coordinator for Logistics & Periodicals and the Coordinator for Collection Maintenance & Retrieval, and in cooperation with the Library Services student supervisor, oversees student hiring, scheduling, training, and evaluation for approximately 24 students each semester.

B. DUTIES AND RESPONSIBILITIES:

1. **Supervises student employees.** Oversees and manages hiring, training, scheduling, and evaluation of student assistants to support major functions of the Logistics & Periodicals and Collection Maintenance & Retrieval units, and of User Services & Resource Sharing department more generally. Communicates with Library Human Resources to complete required HR and Federal Work Study paperwork. Collaborates with other User Services & Resource Sharing student supervisors to oversee comprehensive orientation and training program for all student assistants. Ensures accurate completion and approval of student timesheets biweekly. Monitors units’ Labor and Assistance (L&A) budget and produces reports, including estimates for future budgeting, when requested. Evaluates students each semester and provides reports on student performance when requested. (40%)

2. **Processes and maintains current periodical and microforms collections.** Completes daily and ongoing tasks related to current periodical and microform collections in McKeldin Library. Monitors workflows so that collections are available and accessible for patron use.

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Collaborates with other units within Library as required to resolve issues relating to collections. Creates and maintains internal operating procedures, instructions, and reports as required. Provides functional supervision of student assistants performing tasks related to current periodicals and microform collections. Provides training to staff, as needed, on the access and use of these collections. (20%)

3. **Ensures the daily logistics operations of McKeldin Library are completed in a timely and accurate manner**, including receiving, packing, and shipping of materials for interlibrary loan, department delivery, and patron-placed holds. Monitors workflows so that materials are delivered to patrons in a timely manner. Collaborates with other library units and resource sharing partners as required to resolve issues related to receiving, packing, and shipping of materials. Creates and maintains internal operating procedures, instructions, and reports as required. Provides functional supervision of student assistants performing tasks related to logistics. Provides training to staff, as needed, on logistics operations. (20%)

4. **Provides public services to library users and other library staff at the Library Services Desk, via phone, and via online communications**, according to department schedule and Service Expectations. Records Library Services Desk transaction data using RefAnalytics. Provides functional supervision of student assistants during desk shifts. Interacts with library users in ways that embody the Public Service Division’s core values of excellent public service, user satisfaction, cooperation, respect, and creativity. Demonstrates poise, sensitivity, and tact in working with diverse populations. (10%)

5. **Provides support for circulation activities across the UMD Libraries.** Monitors and ensures the accuracy and consistency of circulation and patron information in the integrated library system (Aleph) and other electronic systems. Processes and archives email notices for University System of Maryland and Affiliated Institutions (USMAI) materials. Helps to resolve problems with the integrated library system and provides training to staff, as needed. (10%)

6. **Performs other duties as assigned.**

   C. **PHYSICAL DEMANDS**

   a. Position requires extensive standing, reaching, stooping, bending, and moving objects, such as loaded book trucks.
   b. Position requires frequent interaction with library users in person and via phone, email, and online systems.
   c. Position requires frequent work at a computer.
   d. Work schedule is subject to change based on the University calendar and staffing needs, including evenings and weekends.
D. SUPERVISORY RESPONSIBILITIES

Supervises approximately 24 student employees per semester.

E. QUALIFICATIONS

EDUCATION

Required: Bachelor’s degree

EXPERIENCE

Required:

One year of experience directly related to the primary duties of the position including physical management of periodicals/microforms collection, shipping and receiving operations, supervising part time employees, etc. Ability to lead and train student workers and other employees. Excellent command of the English language and ability to communicate effectively with diverse patrons and staff. Skill in alphabetic and numeric filing and in using a computer to input and retrieve information. Demonstrated ability to establish and maintain effective working relationships with library users and staff, to work independently, and to exercise initiative in interpreting and applying rules, procedures, and instructions.

Preferred:

Experience in an academic library environment and/or working with automated library systems.

Employee’s Signature ______________________________    Date__________

Print Employee’s Name ______________________________

Supervisor’s Signature ______________________________    Date__________