

**UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM**

Check one: Faculty _____ Exempt ___ Non-Exempt ___X___ Other _____

Date Prepared: November 12th, 2021 **Division:** Research & Academic Services

Prepared by: Jennifer Cotton **Department:** User Services & Resource Sharing

Reports to: Course Reserves Coordinator

Position Title: Streaming Media Reserves Specialist (Library Services Specialist)

NATURE OF WORK:

Provides streaming media reserves to UMD users. Processes reserves in Sharestream and Ares, with an emphasis on streaming media reserves. Performs duties including the delivery, access, encoding, transcoding, and captioning of streaming assets. Provides general expertise in digital conversion. Ensures compliance with U.S. Copyright Law and the Digital Millennium Copyright Act. Provides guidance and instruction to library support staff and student assistants performing tasks related to streaming media reserves. Provides assistance to UMD Libraries' users and communicates with staff at other libraries.

DUTIES AND RESPONSIBILITIES:

1. Provides streaming media course reserves. (35%)

- a. Searches the library's catalog and other online databases to verify citations and the availability and location of materials. Checks licenses for library assets to view streaming rights and identifies items for purchase.
- b. Captures, encodes, transcodes and provides captions for media for streaming in Sharestream.
- c. Performs quality assurance for media assets, including closed captions and subtitles.
- d. Works with faculty to create clips of media.
- e. Tracks and returns instructor-owned materials.

¹ Asterisk indicates these are essential job functions.

- f. Completes special projects to maintain and upgrade digital assets to the most updated encoding standards.
 - g. Monitors streaming media reserves workflow and turnaround time, ensuring items are available within 1 week (provided local copy is available).
- 2. Monitors for copyright infringement and other laws, policies and practices governing access, use, and sharing of information resources (15%)**
- a. Understands section 107 and section 108 of U.S. copyright law, and the Digital Millennium Copyright Act.
 - b. Takes lead in analyzing streaming media reserves requests to determine if use is fair or if copyright permission may be required. Advises instructors on requesting rights and explains copyright restrictions.
 - c. Reviews streaming media requests for copyright and captures justifications provided by instructors in accordance with UMD Libraries' copyright guidelines.
- 3. Assists library users and staff at other libraries (20%)**
- a. Answers email, telephone, chat, and in-person inquiries regarding interlibrary loan, document delivery, and reserves policies and specific requests.
 - b. Educates and guides face-to-face and remote customers with varying levels of proficiency in using course reserves and interlibrary loan services, including how to access these services via the Libraries' various discovery tools.
 - c. Instructs faculty in adding the Course Reserves Streaming Module to ELMS and submitting reserves requests.
 - d. Assists customers with complaint resolution, escalating to Resource Sharing Coordinator, Course Reserves Coordinator, or Head of Resource Sharing & Reserves (as appropriate).
 - e. Provides directional, informational and other assistance to users during regularly assigned shift(s) at the McKeldin Library Services Desk.
- 4. Provides guidance and instruction to library support staff and supervision of student assistants (15%)**
- a. Partners with the other RSR Student Leads to communicate with, hire, schedule, evaluate, approve timecards for and terminate student employees.
 - b. Trains student employees in tasks related to streaming media reserves.
 - c. Assigns tasks to student employees daily.
 - d. Reviews student employees' work and performs quality control.
 - e. Reviews requests for media that student assistants cannot locate, updating the requests in ILLiad, Ares, Sharestream and the item records in Aleph.

- f. Answers questions relating to screencapturing, delivery, and digitization of files.
 - g. Trains other Libraries staff in streaming media reserves processing.
 - h. Provides functional supervision of student assistants during desk shifts.
- 5. Provides general digital conversion expertise (5%)**
- a. Advises and instructs other library staff and patrons in the use of contemporary and legacy audiovisual format conversion software and equipment.
 - b. Troubleshoots audiovisual equipment and collaborates with DST for resolution.
- 6. Performs other duties as assigned (10%)**
- a. Position may be cross-trained in other resource sharing and reserves functions and assigned other duties as needed.

PHYSICAL DEMANDS:

- 1. Extensive work at a computer, copiers/scanners, and/or digitizing workstation (mostly seated.)
- 2. Works in an area of high activity, which may be stressful on occasion.
- 3. Work involves standing, reaching, stooping, bending, lifting and moving objects, including loaded book trucks.
- 4. Work schedules are subject to change based on the University calendar and staffing needs, i.e. seven days/week, including evenings and weekends.

SUPERVISORY RESPONSIBILITIES:

Provides guidance and instruction to library support staff and student assistants performing tasks related to resource sharing and reserves. Provides functional supervision of student assistants working at the Library Services Desk during assigned shifts.

QUALIFICATIONS:

EDUCATION:

Required Bachelor's Degree or equivalent combination of education and work experience.

Additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job

class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

EXPERIENCE:

Required

One year of experience directly related to the primary duties of the position.

Preferred

Experience working in an academic library. Experience in leading and training student assistants or other employees. Experience working with multiple audiovisual formats.

KNOWLEDGE/SKILLS/ABILITIES:

Required

General knowledge and understanding of the nature and function of libraries; of library services, standards and procedures; creating and editing streaming media assets. Skill in alphabetic and numeric filing; in using a computer terminal to input and retrieve information; in interpreting and applying library policies and procedures; and in analyzing problems of a moderately complex nature. Ability to communicate effectively; to establish and maintain effective working relationships with library users and staff; to provide leading and training to colleagues and library patrons; to work independently; and to exercise initiative in interpreting and applying rules, procedures, and instructions.

Preferred

Familiarity using Sharestream, encoding hardware, and compression software. Familiarity with Ares, Canvas, or other learning management systems. Familiarity with the operation of modern and legacy audiovisual content formats and playback equipment, including DVD, VHS, laserdisc, audiocassette, and compact disc. Knowledge of streaming parameters for multiple digital audiovisual formats. Knowledge of U.S. Copyright Law sections 107 and 108 as they apply to libraries and the Digital Millennium Copyright Act. Knowledge of accessibility standards and procedures as related to streaming media. General knowledge of film studies.

Employee's Name _____

Employee's Signature _____ Date _____

Supervisor's Signature _____