

## Job Description

---

<b>Job Title:</b>	Course Reserves Coordinator, Library Circulation Services
<b>Department:</b>	Library, Circulation Services
<b>Reports To:</b>	Manager, Resource Sharing and Reserves
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	March 2021

---

### **Primary Purpose**

The Course Reserves Coordinator, Library Circulation Services, is responsible for overseeing the daily operations of the Course Reserves service at the Porter library as well as for providing support to all other Course Reserves service locations at the university.

### **Key Accountabilities**

#### **Initiates and participates in the planning and implementation of maintenance and enhancements to library reserves-related software, working closely with library systems and campus reserves staff**

- Oversees the testing and upgrading to new releases of the reserves management system (RMS) (public and staff interfaces) to ensure that we stay up-to-date and maintain vendor support
- Consults and communicates with university reserves staff regarding new software features and processes and then works with others to implement agreed-upon changes
- Provides frontline troubleshooting on issues relating to the RMS, as well as its integration with the library discovery system, the campus course management system, and other systems as needed
- Uses best judgement to determine when technical problems require additional support and has responsibility for reporting issues to internal software developers and to software vendors and working with these colleagues to resolve problems

#### **Course Reserves coordination activities**

- Tracks expenditures on transactional licenses and other course materials to ensure adherence to the agreed upon budget and provides regular updates to senior managers. Approved budget amounts can vary significantly
- Compiles and maintains statistics using various tools to extract data. Analyzes and presents data in order to reveal implications and recommend changes. Responds in a timely way to requests for statistics by senior managers
- Acts as a copyright compliance resource to faculty, library staff and staff from other campus departments
- Participates in copyright-related committees or working groups
- Offers training sessions and presentations, and creates online resources such as instructional videos on how to use the Course Reserves online system
- Serves generally as a resource person on issues related to Course Reserves for other staff in the library and for colleagues at our affiliated institutions and satellite libraries
- Prepares and sends out communications to course instructors as needed, such as term reminders
- Looks for ways to streamline and improve the delivery of Course Reserves content
- Supports campus investigations related to course content support in general, in an ever-evolving software and policy environment
- Trains the Library Clerk: Reserves at Porter to assist with the processing of reserves material

## Job Description



- Creates and updates procedures
- Co-ordinates at the Porter library the workflow of staff assisting with the takeoff of reserves material at the end of each term

### **Works with instructors to make course material available to support teaching and student learning**

- Understands the entire chain involved in the delivery of course reserves from request to fulfillment
- Processes requests in a timely manner in accordance with our service standards, using various modules in the library services platform and RMS to make course material available
- Consistently and accurately applies copyright policies to material requested for electronic reserve, which includes ensuring that material complies with library licenses and Fair Dealing guidelines
- For requests requiring copyright clearance, the incumbent seeks permission from authors, publishers and/or copyright clearing-houses, and purchases transactional licenses when necessary

### **Provides outstanding client service** at service points and with all library, campus and non-campus community members throughout the workday:

- Consistently practices a wide variety of client service skills, such as: patience; attentiveness; positive language; willingness to learn; and willingness to problem-solve on behalf of library patrons
- Embraces a collegial and collaborative outlook
- Contributes to continuous improvement in the department by identifying and bringing forward issues, and by participating in working groups and committees
- Supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic Plan
- Shares in the provision of circulation desk services
  - Typically works 2-4 hours per week providing support at a physical or virtual service point
  - Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Undergraduate degree or equivalent in education/experience

### **Experience**

- Experience with an integrated library system
- Experience in library operations, particularly knowledge of Course Reserves is preferred
- Experience providing frontline customer service

### **Knowledge/Skills/Abilities**

- Demonstrated aptitude for and commitment to outstanding client service; proven excellent communication and interpersonal skills; proven attention to detail
- Proven aptitude with detailed software applications and demonstrated ability to quickly learn new technologies
- Demonstrated analytical and problem-solving skills
- Proven ability to take initiative
- Proven ability to manage and prioritize tasks

### **Special Conditions**

- Moderate lifting and carrying of library materials is required

---

**Assets:**

- An understanding of Canadian copyright law and its applications in the context of higher education

**Nature and Scope**

- **Contacts:** Internally, works closely with the Information Technology Specialist/Developer in Digital Initiatives to install, maintain, and support reserves software and to troubleshoot technical issues. Provides instruction and training in reserves and works with colleagues in the library and from the broader campus community. Works with representatives of various campus departments as a member of the Copyright Advisory Committee Working Group. Externally, communicates with the reserves software vendor regarding support issues and requests for enhancements. Contacts copyright collectives, publishers and individual rights holders to clear copyright. Collaborates with Ontario Council of University Libraries colleagues on joint projects associated with the delivery of course reserves.
- **Level of Responsibility:** Provides software support and training for reserves to end-users, including faculty, staff and students. Troubleshoots and resolves technical issues as they arise. Oversees the day-to-day reserves activity at the Porter library. Works with minimal supervision.
- **Decision-Making Authority:** Makes decisions in consultation with the Manager, Resource Sharing and Reserves, and the Information Technology Specialist/Developer in Digital Initiatives, about the implementation of reserves software upgrades. Authorized to purchase transactional copyright licenses.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment. Moderate lifting and carrying of library materials. Extensive computer work.
- **Working Environment:** The position is office based. Some exposure to disagreeable conditions typical of a public service position with responsibility for a high-demand, time-sensitive activity.